

MEMBER SERVICES TARIFF

Description of Operations

Poka Lambro Telephone Cooperative, Inc. is a non-profit telephone cooperative corporation existing under the Texas Telephone Cooperative Act, and provides telecommunications service in the areas certificated to the Cooperative by Certificate of Convenience and Necessity No. 40068, as granted by the Public Utility Commission of Texas.

Any person, firm, association, corporation or body politic or subdivision thereof, may become a member of Poka Lambro Telephone Cooperative, Inc. by agreeing to comply with and be bound by the Articles of Incorporation and By-Laws of the Cooperative and the Rules and Regulations adopted by the Board of Directors not inconsistent with law.

The Cooperative provides one-party service throughout its service areas in fifteen exchanges according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

Service Areas

Exchange	(NPA-NXX)	Cities	Counties	
Aten	(806-439)		Dawson, Lynn	
Ausborne	(806-585)		Terry, Hockley	
Fletcher-Carter	(806-327)		Garza, Lynn	
Gail	(806-756)		Borden	T
Hatch	(806-497)		Dawson	
Loop	(806-487)		Gaines	
Nelms	(806-645)		Dawson, Lynn	
New Home	(806-924)		Lynn	
O'Donnell	(806-428)	O'Donnell	Dawson, Lynn	
Patricia	(806-462)		Dawson, Martin	
Punkin Center	(806-489)		Dawson, Terry	
Southland	(806-996)	Southland	Garza	
Union	(806-755)		Terry	
West Lakes	(806-465)		Lynn	T
Wheatley	(806-522)		Terry, Yoakum	

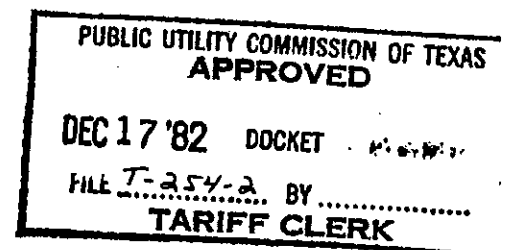
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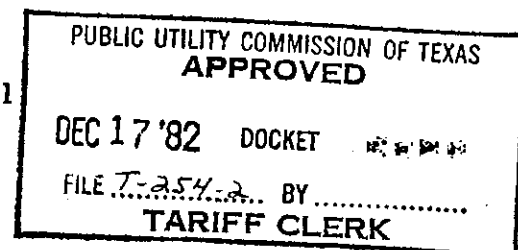
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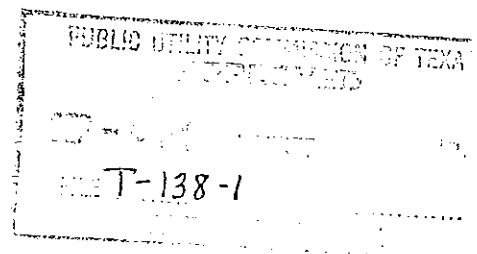
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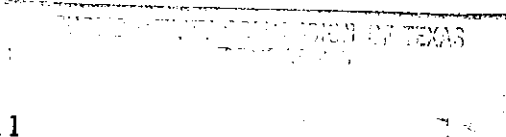
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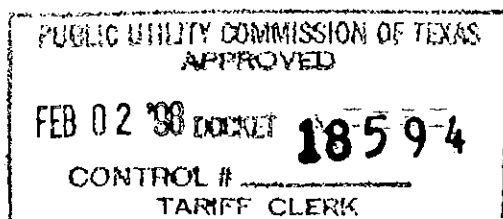
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By: Mickey L. Sims
Title: General Manager and CEO



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SYMBOLS FOR CHANGES

SYMBOLS FOR CHANGES

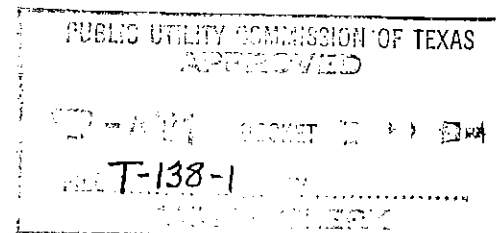
The following symbols are used in the right-hand margin to denote changes or revisions made on each page:

- C Denotes a changed regulation.
- D Denotes a discontinued rate or regulation.
- E Denotes a correction of an error made during a revision that pertained to material contained in the tariff prior to the revision.
- I Denotes increase in rate.
- M Denotes text has been moved elsewhere in the tariff with no change in rate, regulation or text.
- N Denotes a new rate or regulation.
- R Denotes a rate reduction.
- S Denotes reissued material, that is material currently in the tariff which is being reissued with this revision without change in rate, regulation, or text.
- T Denotes a change in text, but no change in rate or regulation.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS

ACCESS LINE

Denotes the line between the serving central office and the customer's premises.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Cooperative and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

ACOUSTIC CONNECTION

A connection made by sound.

ADDITIONAL LISTING

Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADJACENT EXCHANGE SERVICE

Local Exchange Service furnished from a contiguous exchange, in addition to the customer's primary (home) exchange service.

AIR LINE MEASUREMENT

The shortest distance between two points.

ANCILLARY DEVICES

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

ANSWERING EQUIPMENT

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

APARTMENT HOUSE

See Household.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

APPLICANT

Any person, partnership, cooperative corporation, corporation, or any combination thereof requesting affirmative service or action from the Cooperative.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Cooperative which is manufactured in accordance with the design set forth in Bell Specifications and is in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a Conforming Answering Device.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Cooperative 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.

AUXILIARY BELL

See Extension Ringer.

BASE RATE

A schedule rate for any class of exchange service available within the base rate area.

BASE RATE AREA

That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage charges.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

BAUD

A unit of signaling speed and is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in baud is the number of signal elements per second.

BRIDGING POINT

The point at which a connection on one circuit is made across or in parallel with another without interrupting the continuity of the first.

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the wires or cables of the Cooperative 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.

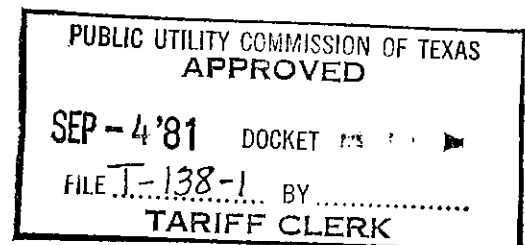
BUSINESS SERVICE

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

BUSINESS TRUNK

A central office access line that provides communications service to Key Systems, P.B.X. Systems and Data Equipment or, any combination of these systems and equipment.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CALL

An attempted communication, whether completed or not.

CALL HOLD

A feature which permits a call in progress to be put into a "held" condition by depressing a button or dialing a code. Operation of the hold feature allows a station user to place or receive a secondary call without complete disconnection of the original call.

CALL NUMBER

See "Telephone Number".

CALL PICK-UP

A feature which enables a PBX or key station user to answer incoming calls directed to other stations within its own pick-up group by dialing a code or operating a key.

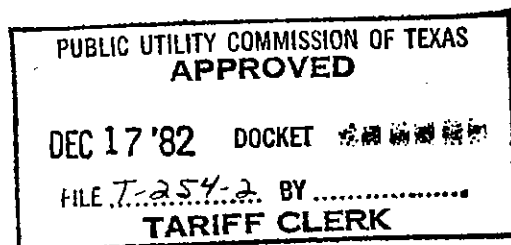
CALLING AREA

See "Local Service Area".

CALLING CARD CALL

A toll message in which associated charges are billed to a calling card number assigned by a Cooperative and issued to either the called or calling party.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CANCELLATION CHARGES

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

CAPTION LISTING

The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business, names of individuals, etc.

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.

CENTRAL OFFICE AREA

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

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 serve more than one exchange.

CENTRAL OFFICE LINE

A circuit connecting an individual line, a main telephone, Key telephone system, PBX system, or Data equipment with a central office.

CHANGE

Denotes the substitution of a different style, color, or type of telephone or other terminal equipment, or a rearrangement of equipment or cordage, which does not involve a move of the instrument or other terminal equipment and its associated connecting apparatus.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CHANGE CHARGE

The charge a customer is required to pay for a substitution of a different type of telephone station or a rearrangement of equipment or wiring, which does not involve a change in location of the station.

CHANNEL

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

CHANNEL TERMINAL

The facilities required for terminating and connecting a channel of the base capacity to a station and also the facilities required where, at the request of the customer, such an interexchange channel is terminated in a Cooperative office.

CIRCUIT

A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services further described as:

(a) Two-wire circuit: The normal metallic circuit using two ungrounded wires.

(b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors.

CLASS OF SERVICE

A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence) or type of rate (flat or message rate).

COIN BOX TELEPHONE

See or "Pay Telephone Service."

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By: Mickey L. Sims
Title: General Manager and CEO

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

COLLECT CALL

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

COMMISSION

The Public Utility Commission of Texas.

COMMUNICATING DEVICE

A device consisting of a transmitter, receiver, network control signaling unit, and associated apparatus and so connected as to permit the sending and receiving of telecommunications messages through the exchange and long distance network.

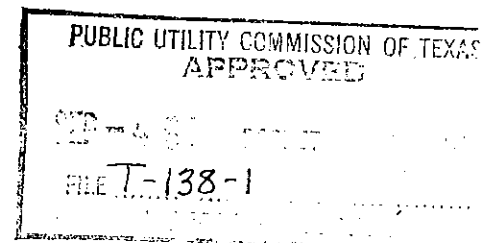
COMMUNICATIONS SYSTEMS

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

COMPANY

As used in this tariff, Company is synonymous with Cooperative.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CONDUIT

A tubular runway for underground or concealed wiring or cable.

CONFORMANCE NUMBER

An identifying number assigned by AT&T to a particular model of "Conforming Answering Device" incorporating an "Authorized Protective Connecting Module" when that model complies with the latest issue of the AT&T specification PUB 46001 for Conforming Answering Devices. This number may be revoked if it is established that the associated Conforming Answering Device no longer complies with the latest issue of AT&T specification PUB 46001.

CONFORMING ANSWERING DEVICE

A customer-provided device which automatically answers incoming calls, transmits a prerecorded voice message or appropriate audible signal to the calling party, records a voice message from the calling party if so designed and arranged, automatically disconnects from the line in a prearranged manner on completion of the functions for which it was designed and arranged, bears a valid "Conformance Number", incorporates an "Authorized Protective Connecting module", and complies with the technical procedures and requirements set forth in the latest issue of AT&T specifications. The Conforming Answering Device may include remote interrogation and/or device function control, and must be approved by the Cooperative.

CONFORMING ARRANGEMENT

The equipment provided by the Cooperative to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Cooperative, or of facilities of the Cooperative with other facilities of the Cooperative.

CONNECTING ARRANGEMENT

The term "connecting arrangement" denotes the protective equipment provided by the Cooperative to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Cooperative, when such customer-provided equipment does not conform to Part 68 of the FCC Rules and Regulations for direct connection of customer-provided terminal equipment.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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.

CONNECTING STATION

An exchange or toll station of a connecting company.

CONNECTION

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

CONNECTION CHARGE

See Service Charge

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 exchange tariffs.

CONTIGUOUS FOREIGN EXCHANGE SERVICE

Foreign Exchange Service furnished from a contiguous Cooperative Exchange in addition to the customer's primary (home) exchange service.

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 are treated as continuous property, provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT

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

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

CONTRACT PERIOD

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

COOPERATIVE (COOPERATIVE CORPORATION)

Whenever used in this tariff, "Cooperative" refers to Poka Lambro Rural Telephone Cooperative, Inc., organized and operating under the Telephone Cooperative Act (art. 1528c, V.A.C.S.), unless the context clearly indicates otherwise.

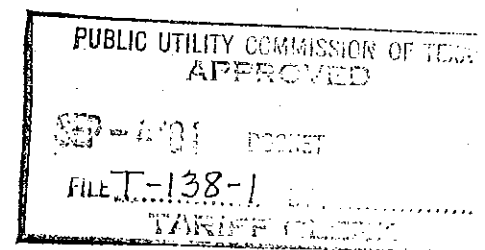
COOPERATIVE STATION

A station for which the central office equipment, lines and station equipment are owned and maintained by the Cooperative and are provided as a part of the Cooperative's service function, and which is connected for exchange or toll service. Connecting stations and service stations are not included under this classification. A "Cooperative station" may be a main, extension or PBX station. It also denotes the network control signaling unit, and other equipment provided by the Cooperative at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable. This also denotes the actual expense incurred by the Cooperative relating to the call-out of Cooperative personnel.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Cooperative under the provisions and regulations of this tariff and is responsible for the payment of charges and compliance with the rules and regulations of the Cooperative.

CUSTOMER PROVIDED EQUIPMENT

Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer-provided equipment or Cooperative stations.

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 Cooperative's exchange network either electrically, acoustically or inductively.

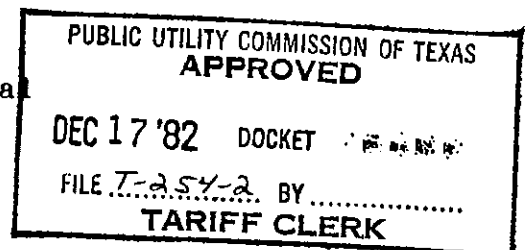
CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service received by the Cooperative relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Cooperative's facilities. One report shall be counted for each oral or written report received even though it may duplicate a previous report. Also a separate report shall be counted for each telephone reported in trouble when 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.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth by the Cooperative.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

DATA SET

A device designed to convert signals received from a data transmitting and/or receiving terminal into signals suitable for transmission over the telecommunications network to a second data set capable of reconverting such signals into a form suitable for delivery to a second data transmitting and/or receiving terminal whether Cooperative or customer provided.

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DENIAL OF SERVICE

See Suspension of Service

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DETACHED STATION

A P.B.X. or extension station located on a separate premises from the P.B.X. switchboard or main station. (See "Premises").

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DIAL SWITCHING EQUIPMENT

A unit of electro-mechanical, electronic or digital switching equipment used in a central office or in connection with a private branch exchange system.

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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 Cooperative'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.

DIRECTORY

A book which alphabetically lists each telephone customer with his address and telephone number.

DIRECTORY ASSISTANCE SERVICE

A service provided to assist customers in obtaining telephone numbers which are or are not listed in the directory.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

DIRECTORY LISTING

The publication of the Cooperative's directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

(a) Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

(b) Foreign Exchange Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

(c) Free Listing: A directory listing for which no specific charge is made.

(d) Indented Listing: A directory listing indented under another listing.

(e) Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DISCONNECT NOTICE

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

DISCONNECTION OF SERVICE

An arrangement made at the request of the customer or initiated by the Cooperative for violation of tariff regulations by the customer, for a permanent interruption of telephone service. Once effected, telephone equipment would be removed from the customer's premises and a "final" bill would be rendered showing moneys owed to the Cooperative as of the date the service was disconnected.

DROP SERVICE

The connection of a station, other than those two designated as "terminals", to a private line service or channel.

DROP WIRE

Wires used to connect the aerial or underground distribution facilities to the point where connection is made with the inside wiring.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

DUPLEX SERVICE

Service which provides for simultaneous transmission in both directions.

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ENTRANCE FACILITIES

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

EQUIPMENT CONNECTION

The connection of stations, connecting arrangements or line terminals of common equipment of a P.B.X. or Key System to a connecting block, jack termination or equivalent.

EQUIPMENT LOCATION

A location of terminal equipment, connecting block, connecting arrangement, jack termination, common equipment of a P.B.X. or Key System or its equivalent.

EXCHANGE

A toll rate center served by one or more central offices, together with the customer's stations and lines connected thereto, forming a local system for furnishing telephonic intercommunication without toll charges between customers within a specified area, usually a single city or town, and environs.

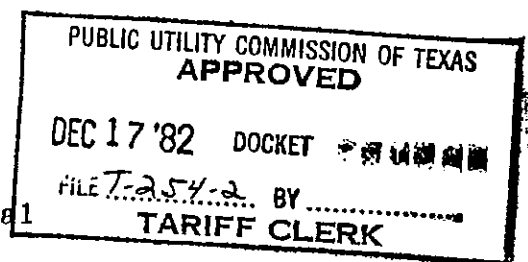
EXCHANGE ACCESS LINE

A central office line which provides access to the exchange telephone network for local and long distance telephone service.

EXCHANGE AREA

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

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MEMBER SERVICES TARIFF
DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

EXCHANGE LINE

Any circuit connecting an exchange station with a central office.

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 Member Services Tariff.

(a) Extension Service: A classification of exchange service that is connected on the same central office access line as a main station. Extension instruments may be provided by the Cooperative or by the customer on individual line service.

(b) Flat Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.

(c) Foreign Exchange Service: A classification of exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving that area in which the customer is located.

(d) Individual Line Service: A classification of exchange service which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

(e) Pay Telephone Access Service: A classification of exchange service for use by providers of Pay Telephone Service that is furnished under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.

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EXCHANGE SERVICE AREA

The area within which the Cooperative furnished complete local telephone service at the exchange rates applicable within that area.

By: Mickey L. Sims
Title: General Manager and CEO

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

EXCHANGE STATION

A main or extension station owned by the Cooperative and connected directly or indirectly with a Cooperative central office over its own lines.

EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

EXTENSION BELL

An additional bell on the same circuit and operated in connection with the bell at the station.

EXTENSION GONG

A loud sounding bell connected in the same manner as the extension bell for use in noisy or other locations where the common type of bell would not be heard.

EXTENSION LINE

A circuit connecting an extension telephone or device with a telephone circuit to which the main telephone is connected, or for connecting a station to a PBX switchboard or to another PBX station.

EXTENSION LINE MILEAGE

The measurement applying to that portion of an extension line in excess of the length provided by the Cooperative without additional charge.

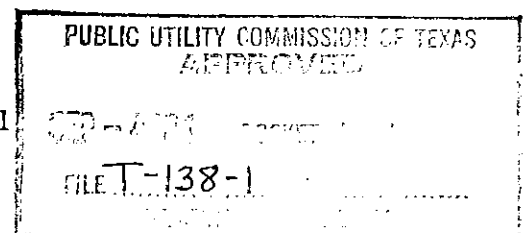
EXTENSION AND P.B.X. STATION MILEAGE

The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or P.B.X. switchboard.

EXTENSION RINGER

An additional ringer on the same premises and on the same line and generally operated in connection with the ringer at the station location. Extension ringers can be either a bell or a gong.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

EXTENSION STATION

An additional station on a main station line connected either directly or through a switching device.

EXTRA LISTING

Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

FACILITIES

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

FAMILY

A group of two or more persons related by blood, marriage, or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number of such groups among inmates or institutions) and related to each other.

FLAT RATE SERVICE

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

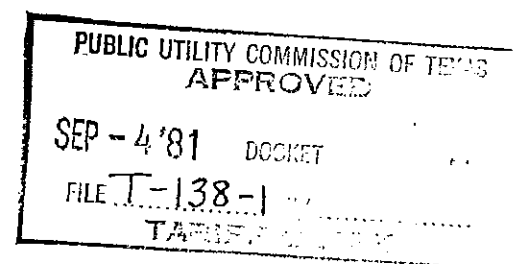
FOREIGN ATTACHMENT

Lines, instruments, appliances, or apparatus not owned or furnished by the Cooperative.

FOREIGN EXCHANGE LISTING

The listing of a customer in an exchange other than the exchange from which the customer is served.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

FOREIGN EXCHANGE MILEAGE

The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

FOREIGN EXCHANGE SERVICE

Exchange Service furnished under tariff provisions by means of circuit connecting a customer's main station, Key or PBX system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

FOREIGN TIE LINE

A circuit connecting two private branch exchange systems located in foreign exchanges for the purpose of interconnection between the stations connected with such systems.

FOUR WIRE CIRCUIT

Communication path using one channel for each direction of transmission.

FREE LISTING

See Directory Listing.

GENERAL EXCHANGE SERVICES

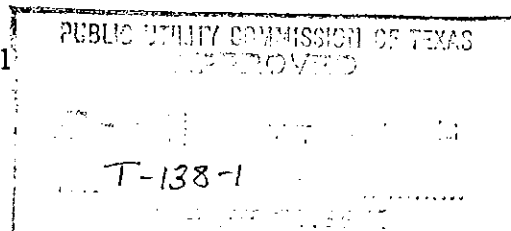
Equipment, services or features furnished by the Cooperative connected to or associated with primary Local Exchange Service.

GRANDFATHERED EQUIPMENT

1. All terminal equipment such as data equipment, non-key telephone equipment, or ancillary equipment (other than PBX and key telephone systems) that was lawfully, directly connected to the switched message telephone network prior to October 17, 1977. Such equipment as connected thereafter up to July 1, 1979, and may remain connected for life without registration, unless subsequently modified.

2. Entire existing PBX and key telephone systems, including their equipments, premises wiring and protective devices ("connecting arrangements"), if any, are grandfathered. Such systems directly connected to the telephone network on June 1, 1978, may remain connected to the network for their useful service life, and may be repaired by replacement of components with ones comparable to those forming the system.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

HALF DUPLEX SERVICE

See single channel service.

HARM

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

HEADSETS

A hands-free, multi-wire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides 2-way voice grade transmission.

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit, that 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) and also the lodgers and employees, if any, 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 assigned by AT&T to a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the latest edition of AT&T specifications. This number may be revoked if it is established that the associated "Conforming Device" no longer complies with the latest issue of AT&T specifications.

INDENTED LISTING

A directory listing indented under a captioned or subcaptioned listing.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

INDUCTIVE CONNECTION

A connection made by using the electro-magnetic field generated by telephone equipment.

INITIAL CHARGE

See "Initial Nonrecurring Charge".

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

INITIAL RATE

A schedule rate for any class of exchange service available within the initial rate area.

INITIAL RATE AREA

That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

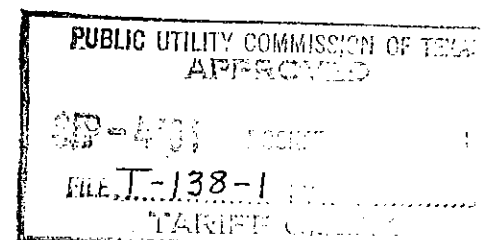
INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities or equipment are provided.

INSTALLATION CHARGE

A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to Service Connection Charges.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

INSTRUMENTALITY

The station equipment used to provide communications services to the customer.

INTERCEPT SERVICE

A service arrangement provided by the Cooperative whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, or discontinued, or changed to another number, or that calls are received by another telephone.

INTEREXCHANGE CHANNEL

That portion of a through channel which interconnects exchanges, or locations outside of exchanges, in which stations or channel terminations in Cooperative offices are located.

INTEREXCHANGE LOCAL CHANNEL

That portion of a through channel between "Primary Terminations" in different exchanges which is provided to connect a "Primary Termination" with an interexchange channel.

INTEREXCHANGE SERVICE

Telecommunications Service with points in two or more exchanges.

INTEREXCHANGE PRIVATE LINE

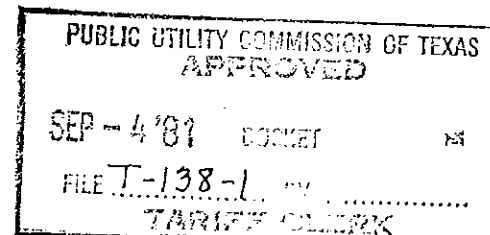
A communication path between telephones or other communicating devices located in two or more exchanges, and not connected for exchange telephone service.

INTERFACE

(a) The junction or point of interconnection between two systems or equipments 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 Cooperative provided facilities to exchange facilities provided by the Cooperative.

(b) The point of interconnection between terminal equipment and Cooperative communications facilities on the premises of the Customer.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

INTERCOMMUNICATING SYSTEM

See Communications Systems and Key Telephone Systems.

INTERFACE EQUIPMENT

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

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 provided by the Cooperative designed to permit the establishment of a connection between the local exchange facilities and terminal equipment with cords ending in plugs.

JACK AND PLUG EQUIPMENT

See Portable Telephone.

JOINT USER SERVICE

An arrangement whereby an additional person or firm (whose telephone needs, in the judgment of the Cooperative, are not such as to require the provisions of separate customer service) is permitted to use the service of an existing customer. A person who is designated by the customer as a user of the exchange service of the customer and to whom a portion of the charge for the service will be billed under a "Joint User" arrangement in accordance with Cooperative provisions.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to intercommunicate with other telephones in the customer's system.

KEY SYSTEM TRUNK

A circuit connecting key system equipment with a central office.

KEY TELEPHONE SET

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

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, inter-communicating or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LABELING

Registered terminal equipment and/or registered protective circuitry shall have prominently displayed on an outside surface information providing the registration number, the ringer equivalence number, the grantee's name, model number and serial number or date of manufacture.

LINE

A circuit or channel extending from a central office to the customer's location to provide local exchange service.

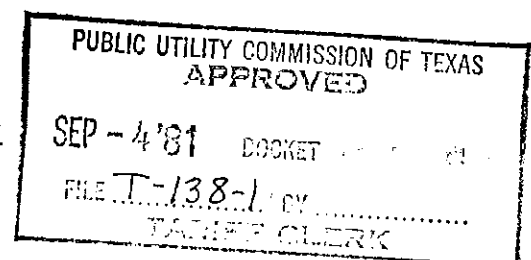
LISTING

See Directory Listing.

LOCAL CALLING AREA

See Local Service Area.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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 stations within an exchange area.

LOCAL EXCHANGE SERVICE

Provides for telephone communication within local service areas in accordance with the provisions of the Member Services Tariff, including the use of exchange facilities required to establish connection between exchange stations.

LOCAL MESSAGE

A communication between a calling telephone and any other telephone within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling station and the station to which the connection is established 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 a Cooperative central office or offices and under the provisions of the Cooperative) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

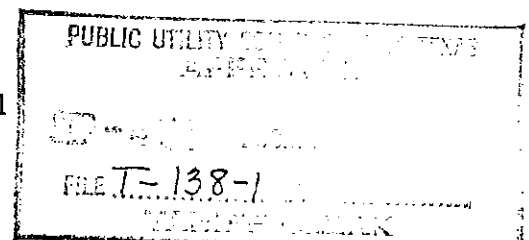
LOCAL SERVICE AREA (LOCAL CALLING AREA)

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 extended area service arrangement.

LOCAL SERVICE CHARGE

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

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified by the Cooperative. The toll service charges specified are in payment for all service furnished between the calling and called telephones.

MAIN STATION

A station or line directly connected with a central office.

MAINTENANCE CHARGE

The charge made for keeping in repair Cooperative-provided telephone equipment or facilities included as a part of the basic rates for the provision of telecommunications service.

MAINTENANCE OF SERVICE CHARGE

A charge made by the Cooperative for a visit to the customer's premises when a service difficulty or trouble report results from customer-provided equipment or facilities whether or not such equipment or facilities are legally connected in accordance with the provisions of the Member Services Tariff.

MANUFACTURER DISCONTINUED

Items of equipment which are no longer purchased due to manufacturer discontinuance. Existing stock items in this category may continue to be offered and provided until available stock is depleted.

MEMBER

Any person, firm, association, corporation, or body politic or subdivision thereof that may be accepted by the members or Board of Directors and who agree to pay the membership fee and agrees to comply with and be bound by the Articles of Incorporation and By-Laws of the Cooperative and any rules and regulations adopted by the Board.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

MESSAGE

A communication between two telephone stations. 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 Cooperative 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 landline message telephone service or a public message telegraph service.

MISCELLANEOUS EQUIPMENT

Equipment associated with the various classes of customer service and furnished at additional charges.

MOBILE TELEPHONE SERVICE

Telecommunications service provided by means of radio frequencies through a land radio-telephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

MODULAR OUTLET

See Jack.

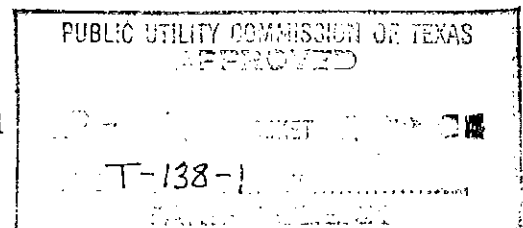
MOVE

A change in the location of the customer's equipment which may be on the same premises or may be a relocation of the service to another premises.

MOVE CHARGE

The charge a customer is required to pay when, at his request, a change is made in the location on the same premises of the Customer's equipment, which does not involve changes in the class or grade of service.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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 Cooperative for the provisions of network control signaling.

NETWORK FOR PROGRAM TRANSMISSION CHANNELS

The channel facilities connecting two or more stations of a customer when at all times or at certain times the stations form a distinct operating group.

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange station 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 Cooperative.

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.

NORMAL CENTRAL OFFICE

See Serving Central Office.

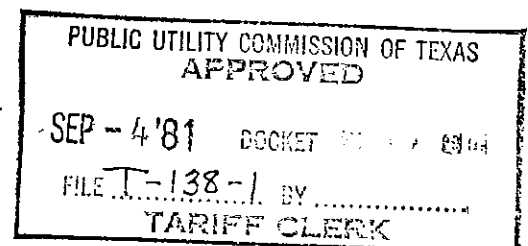
ONE PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one customer.

OPERATOR SET

A headset consisting of a receiver, transmitter and necessary cords.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

OTHER COMMON CARRIER (OCC)

This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line services as such carriers may be authorized by the Federal Communications Commission to provide.

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of the OCC from which the OCC furnished and administers common carrier communications services to its patrons, to which the OCC and its agents have unrestricted access, over which the OCC has control and provides security and at which the OCC has the capability of testing the facilities operated or terminated at the location.

OUTLET

See Jack.

PAY TELEPHONE ACCESS SERVICE

A local exchange service available to pay telephone service providers that provides a two-way, or optionally, a one-way originating-only access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface.

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PAY TELEPHONE SERVICE

A telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that can be used by members of the general public, or business patrons, employees, and/or visitors of the premise's owner, provided that the end user pays for local and toll calls from such instrument on a per-call basis.

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PAY STATION

See or "Pay Telephone Service".

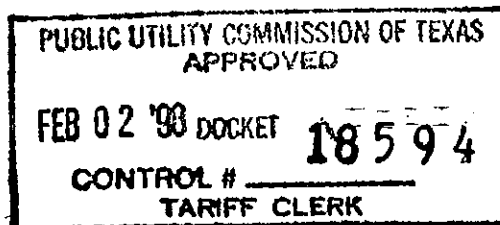
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PERMANENT DISCONNECT

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

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By: Mickey L. Sims
Title: General Manager and CEO



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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PERSON

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

PERSON-TO-PERSON CALL

A service whereby the person originating the call specifies to the attending operator a particular person to be reached, a particular mobile station to be reached through a "Miscellaneous Common Carrier" attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

PERSONAL PAGING SERVICE

A communications service provided by means of radio frequencies through a land radio base station. The customer has a small personal receiver with which is received a signal indicating the customer is being paged.

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By: Mickey L. Sims
Title: General Manager and CEO

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PLUG

A contact member on the end of an electrical cord which terminates the cord conductors. It can be inserted into a fixed jack, connector, or receptacle to make temporary connections with the conductors they terminate.

PORTABLE TELEPHONE

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

PREMISES

Except in connection with inside moves, 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 corridor or by space occupied by others.

(c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the same premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PREMISES WIRING

Wiring which connects separately-housed entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.

(a) Fully-Protected Wiring - Premises wiring which is either:

1. No greater than 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. Such wiring shall either be pre-connected to the equipment or circuitry, or may be so connected by the user (or others) if it is demonstrated in the registration application that such connection by the untrained will not result in harm, using relatively fail-safe means.

2. A cord which complies with the previous paragraph and which is extended once by a connectorized FCC-registered extension cord which itself complies with the previous subsection. 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.

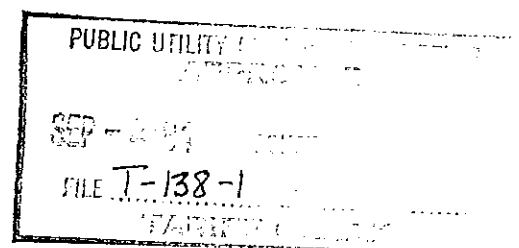
3. Wiring located in an equipment room with restricted access, provided that the wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68.

4. Electrically behind registered (or grandfathered) 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.

(b) Protected Premises Wiring Requiring Acceptance Testing for Imbalance - Premises wiring which is electrically behind registered (or grandfathered) equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.

(c) Unprotected Premises Wiring - All other premises wiring.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PRE-ASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PRE-WIRING

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

PRIMARY TERMINATION

Applied to channels which extend beyond the continuous property of a customer or the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX 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.

PRIVATE BRANCH EXCHANGE

An arrangement of equipment, contracted for by a customer and situated on a customer's premises, consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The PBX provides for intercommunications between these telephones (except that intercommunication is not provided between secretarial lines terminated on secretarial switchboards) for communication with the general exchange system and for long distance message telecommunications service.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

PRIVATE BRANCH EXCHANGE STATION

A station connected with a PBX switchboard or PBX switching equipment.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a Private Branch Exchange System with a central office for communication with the general exchange system and for long distance message telecommunications service.

PRIVATE LINE

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

PRIVATE LINE SERVICE

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

PROTECTIVE CONNECTING ARRANGEMENT

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

PUBLIC TELEPHONE

An exchange station installed at the Cooperative's initiative, or at the Cooperative's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

PUBLIC THOROUGHFARE

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

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.

PUSHBUTTON

A device located on or in association with a key telephone set enabling the user to access and hold services terminating within the system.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

RATE CENTER

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

RECONNECT

The installation of telephone equipment that was previously disconnected and left in place.

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 FCC Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

REINSTALL

The installation of telephone equipment in which some part of station connection wiring, from the instrument to point of connection with the general distribution system, is reused.

RELOCATE

See Move.

RESERVED TELEPHONE NUMBER

A telephone number reserved for use by the customer at some undetermined future date.

RESIDENCE EXCHANGE ACCESS LINE

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

MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

RESIDENCE TRUNK

A central office access line that provides communications service to Key Systems, PBX Systems and Data Equipment or, any combination of these systems and equipment.

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 pushbutton keys.

ROTARY LINE 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.

SAME PREMISES

See Premises.

SECRETARIAL LINES

Extension or main station lines of the patrons of a telephone answering bureau which terminates in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

SEMI-PUBLIC TELEPHONE SERVICE

See "Pay Telephone Access Service" or "Pay Telephone Service."

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SERVICE CALL

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

SERVICE CHARGE

A nonrecurring charge applying to the provision of telephone service.

SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of service for a customer and certain subsequent additions or changes to that service.

SERVICE DROP

Facilities used to connect 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.

SERVICE POINT

A rate center (usually an exchange) in which a customer's station is located, or an interexchange channel terminated in a Cooperative office at the request of the customer. Where a station is not located in an exchange, the location of the station is considered to be an exchange for the purpose of this definition.

The point on the customer's premises where channels provided by or furnished to the customer terminate in transmitting and receiving terminal equipment or in switching equipment used, at least in part, for communications with stations or customer-provided terminal equipment located on the premises.

By: Mickey L. Sims
Title: General Manager and CEO

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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.

SIGNAL SOURCE

A location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

SINGLE CHANNEL (Half Duplex)

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

SINGLE ENDED TERMINAL DEVICE

A terminal device which terminates only one line or channel at a given time (example - headset).

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STATION

The equipment located on the customer's premises at which the line facilities terminate to provide exchange, long distance and other communications services.

In connection with private line services, a station consists of the transmitting or receiving equipment or combination transmitting and receiving equipment at any location on a premises which is connected for private line service; or, where the service involves only channels, a station is any point on a premises at which a channel is terminated.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

STATION EQUIPMENT

Equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

STATION INSTRUMENT

A telephone set including the cord, but not including the Cooperative provided terminal blocks or Cooperative provided jacks on the customer's premises through which connection is made to the inside wiring. The station instrument may be furnished by the Cooperative or the Customer.

STATION LINE

See "Exchange Access Line".

STATION-TO STATION CALL

A service whereby the person originating the call either dials the telephone number desired, or gives it to the operator without specifying a particular person or station to be reached.

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 that is being rendered if a notice to that effect from both the customer and the applicant is presented to the Cooperative and if an arrangement, acceptable to the Cooperative, is made to pay outstanding charges against the service. The Cooperative may require such notice to be in writing.

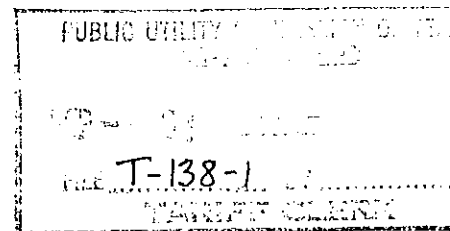
SUPPLEMENTAL CONTRACT

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

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Cooperative, for temporarily interrupting service. During the period of suspension, the Cooperative's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

SWITCHBOARD

Equipment on which all lines terminate and interconnection of stations or station and trunks is established.

TARIFF

The schedule of the Cooperative containing all rates, tolls and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Cooperative stated separately by type or kind of service and the customer class as filed with the Public Utility Commission of Texas.

TELECOMMUNICATIONS SERVICES

The various services offered by the Cooperative as specified in this tariff.

TELEPHONE COOPERATIVE

See Cooperative

TELEPHONE CALLING CARD

A billing number issued in accordance with the general plan of telephone companies on a customer's working telephone service for the purpose of placing toll calls.

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TELEPHONE NUMBER

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

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both inter and intrastate.

TELEPHONE STATION

A telephone instrument consisting of a transmitter, receiver and associated apparatus so connected as to permit transmitting and receiving telephone messages.

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DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

TELETYPEWRITER

An electric typewriter device which generates a coded signal corresponding to the typed character. This electrical signal may be passed over transmission facilities and used to control a similar teletypewriter at a distance.

TELETYPEWRITER EXCHANGE SERVICE

A service provided by the Cooperative whereby a teletypewriter is connected over the regular switched network to a teletypewriter of any other customer who subscribes to similar service.

TEMPORARY DISCONNECTION

See Suspension of Service

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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 Cooperative are connected either electrically, acoustically or inductively.

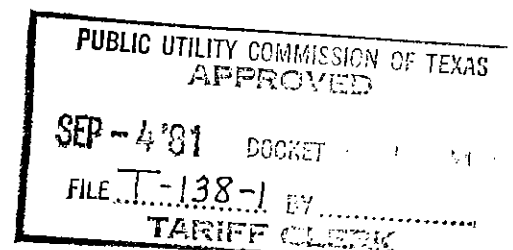
TERMINATION AGREEMENT

An agreement between the Cooperative and the customer to provide or furnish certain PBX and other equipment and /or lines representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Cooperative 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.

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

TERMINATION OF SERVICE

The discontinuance of service or facilities (including channels and station equipment) provided by the Cooperative, either at the request of the customer or by the Cooperative under its regulations concerning cancellation for cause.

THIRD NUMBER MESSAGE

A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.

TIE LINE

A circuit connecting two switching systems (PBX and/or Automatic Call Distributor Systems) for the purpose of communicating between the stations connected.

TIE LINE MILEAGE

The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

TIE TRUNK

A tie trunk is a voice grade communication channel between PBX systems. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

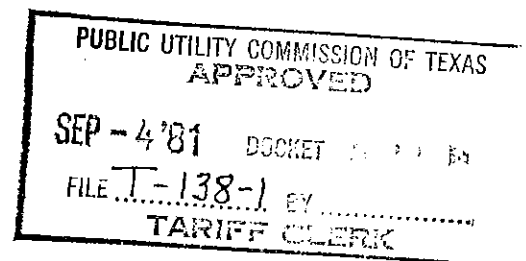
TOLL MESSAGE

A communication between two telephone stations, the called station being outside of the local or service area of the station 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.

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MEMBER SERVICES TARIFF
DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

TOLL SERVICE

That part of the total telephone service rendered by the Cooperative which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Cooperative.

TONE DIALING SERVICE

A service inherent in the Cooperative's basic local exchange service that provides for the origination of telephone calls through the use of telephones equipped with dual-tone generators.

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TRUNK LINE

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

TWO-POINT INTRAEXCHANGE CHANNEL SERVICE

A channel connecting two "Primary Terminations" in the same exchange.

TWX

See Teletypewriter Exchange Service.

UNDERGROUND SERVICE CONNECTION

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

VACATION RATE

See Suspension of 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 of these frequencies.

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P.O. Box 1340, Tahoka, TX 79573

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MEMBER SERVICES TARIFF

DEFINITIONS OF TERMS

DEFINITION OF TERMS (Continued)

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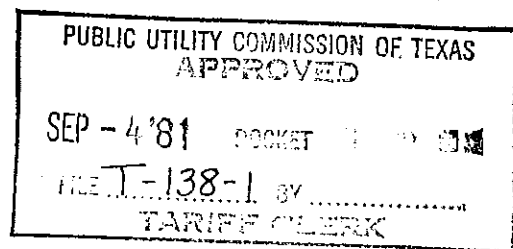
See "Wide Area Telecommunications Service".

WIDE AREA TELECOMMUNICATIONS SERVICE

A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is provided only on an inward or outward basis.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

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By: David McEndree
Title: Chief Executive Officer

PUBLIC UTILITY COMMISSION OF TEXAS

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Jan 23, 2016 Tariff No. 45521

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MEMBER SERVICES TARIFF

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

I. APPLICATION OF TARIFF

A. The rules and regulations specified herein are in addition to those contained in the Long Distance Message Telecommunications Service Tariff, the Wide Area Telecommunications Service Tariff and the Private Line Services and Channels Tariff. They apply to the intrastate services and facilities furnished by the Poka Lambro Rural Telephone Cooperative, Inc., hereinafter referred to as the Cooperative. Failure on the part of the customers to observe these rules and regulations of the Cooperative, after due notice of such failure, automatically gives the Cooperative the authority to discontinue the furnishing of service as hereinafter provided. TM

B. In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in this Tariff, the Long Distance Message Telecommunications Service Tariff, the Wide Area Telecommunications Service Tariff, or the Private Line Services and Channels Tariff the rate, rule, regulation or provision contained in the specific tariffs shall prevail. TM

C. These Tariffs cancel and supersede all other Tariffs of the Cooperative issued and effective prior to the effective date shown on the individual sheets of this Tariff. N

D. Should there be any conflict between this Tariff and the Rules and Regulations of the Public Utility Commission of Texas, the Public Utility Commission rules shall apply unless otherwise established by the courts. N

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE

A. Availability of Facilities

1. The Cooperative's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary lines, circuits, and equipment. The charges specified in this Tariff do not contemplate work being performed by the Cooperative employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved applies. TM

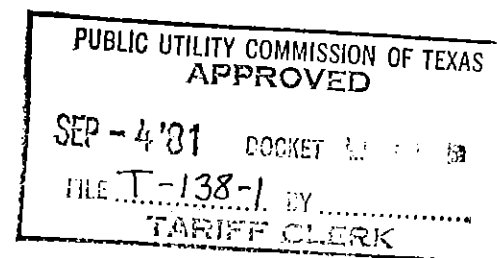
2. It shall be the intent of the Cooperative to provide one party telephone service as indicated in the loan contract with the Rural Electrification Administration, except in instances where facilities are not available. Where facilities are not available, party line service may be offered on a temporary basis until facilities become available. In no instance should the offering of one party telephone service hinder the operations of the Cooperative or require the use of General Funds in such a way that it would, in management's opinion, adversely affect the financial or operational condition of the Cooperative. N

B. Responsibility of the Cooperative

The responsibility of the Cooperative is limited to furnishing and maintaining the facilities required to provide the telecommunication service needs of its customers. In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing the causes thereof, the customers assume all risks connected with the service as the Cooperative cannot guarantee the uninterrupted working of its facilities. TM

(Continued next page)

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE (Continued)

C. Service Interruptions

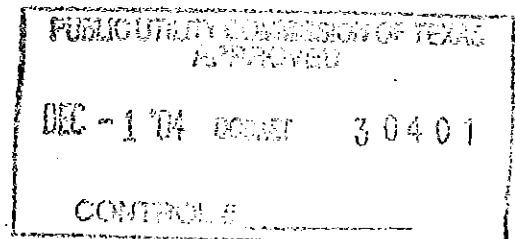
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The Cooperative shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Cooperative shall reestablish service within the shortest possible time. The Cooperative shall make reasonable provisions to meet emergencies and in the event of national emergency or local disaster resulting in disruption of normal service the Cooperative may, in the public interest, interrupt service to other customers to provide necessary service to Civil Defense or other emergency agencies on a temporary basis until normal service to these agencies can be restored.

D. Transmitting Messages

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The Cooperative will not transmit messages, but offers the use of its facilities where available for communications between its customers. The Cooperative will not be liable for errors in transmission or for failure to establish connections. Employees of the Cooperative are forbidden to accept either oral or written messages to be transmitted over the lines of the Cooperative.



By: David McEndree
Title: Chief Executive Officer

Effective: —

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE (Continued)

E. Use of Connecting Company Lines

When suitable arrangements, as determined by the Cooperative, can be made, facilities of other companies may be used in conjunction with the Cooperative's facilities in establishing connections to points not reached by the Cooperative's facilities. In establishing connections with facilities of other companies, the Cooperative is not responsible or liable for any action of the Connecting Company.

F. Defacement of Premises

The Cooperative shall exercise due care in all work done on customer's premises. No liability shall attach to the Cooperative by reason of any defacement or damage to the customer's premises resulting from the existence of the Cooperative's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Cooperative or its employees.

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Issued By: David McEndree, CEO Effective:
Box 1340, Tahoka, TX 79373

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE (Continued)

G. 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.

By: David McEndree
Title: Chief Executive Officer

PUBLIC UTILITY COMMISSION OF TEXAS

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Jan 23, 2016 Tariff No. 45521

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE (Continued)

G. E911 Service (Continued)

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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By: David McEndree
Title: Chief Executive Officer

<p>PUBLIC UTILITY COMMISSION OF TEXAS</p> <p>EFFECTIVE</p> <p>Jan 23, 2016 <u>Tariff No. 45521</u></p> <p>TARIFF CLERK</p>
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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF THE COOPERATIVE (Continued)

G. E911 Service (Continued)

3. Rates and Charges

- a. No charge will be applied by the Cooperative 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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By: David McEndree
Title: Chief Executive Officer

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
Jan 23, 2016 Tariff No. 45521
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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CLASSIFICATIONS OF SERVICE

Business and residence rates are applied in accordance with the character of use made of the service and facilities as indicated in this Tariff. 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.

These classifications refer specifically to customer service as distinguished from services either jointly provisioned to an end use customer or purchased for resale or for providing service to third parties or an end use customer by a Telecommunications Provider, as that term is defined in TEX. UTIL. CODE ANN. § 51.002 or its successor, or by a provider of information services or enhanced services. Examples of such providers include Interexchange Carriers, Telecommunications Resellers, Pay Telephone Service Providers and Internet Service Providers, among others. Such services shall not be classified as business or residential, and therefore shall not be deemed member services.

The Cooperative reserves the right to classify any local service furnished a customer as business or residence service, in compliance with this Tariff, as deemed necessary.

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By: David McEndree
Title: Chief Executive Officer

<p>PUBLIC UTILITY COMMISSION OF TEXAS</p> <p>EFFECTIVE</p> <p>Jan 23, 2016 <u>Tariff No. 45521</u></p> <p>TARIFF CLERK</p>

MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

III. CLASSIFICATIONS OF SERVICE (Continued)

A. Business Classification

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Business rates apply whenever the use of the service is substantially of an occupational nature, including professional and institutional use as well as strictly commercial use. The readiest index of such use is the character of the location at which the service is furnished and in general, the use that may be assumed to be of an occupational or business nature.

Business rates apply at the following locations:

1. Offices, stores, factories, resorts, mines, and all other places of a strictly commercial, professional or business nature.

2. Residential locations when the customer has no regular business telephone and the use of service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than a residential nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

3. Locations in offices of federal, state, or other governments, libraries, institutions or agencies.

4. Residential locations (or residential premises at hotels, apartments, etc.) where an office is maintained within the premises or where an office, shop, or other place of business is adjacent to the residential premises with a connecting door or other opening between the two, or where the residence serves as a headquarters for a commercial, institutional, or professional pursuit.

5. When the telephone number is regularly advertised in connection with a business, business rates apply, except that where a business telephone number is advertised with a telephone number in a residence given as an alternate call number, other indices of the substantial character of use at the residence should be used.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

III. CLASSIFICATIONS OF SERVICE (Continued)

A. Business Classification (Continued)

6. Any important index of the character of use of the service is usually found in the application of the customer as to the form of the directory listing desired. In most all cases where commercial or professional designations are desired, the use may be presumed to be of an occupational or business nature.

B. Residence Classification

Residence rates apply whenever the use of the service is of a social, and domestic nature and provided that the service is not used substantially for occupational or business purposes.

Residential Rates apply at the following locations:

1. In a private residence where business listings are not provided.

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

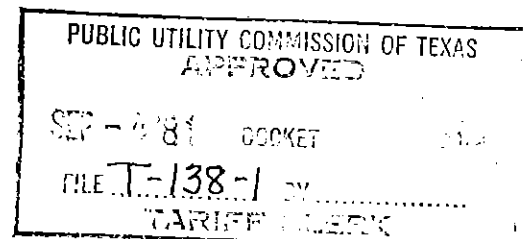
3. In the place of residence of a clergyman or nurse and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.

4. In churches where the telephone is not accessible for public patronage, as in pastors' studies.

5. In quarters occupied by lodges, clubs and civic organizations where there is only an occasional use for the service, where the principal use is not for administrative purposes and the telephone is not available for use by the general public.

6. In Fire Department dormitories or sleeping quarters where the telephone number is not published, and the telephone is not available for use by the general public.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

III. CLASSIFICATION OF SERVICE (Continued)

B. Residence Classification (Continued)

Residential Rates apply at the following locations:
(Continued)

7. Residential rates are applicable to all charitable N organizations properly chartered by the State of Texas provided the service is listed in the name of such organization and is installed in a location other than a General Assembly area, President's office or other such location. Business rates will be applicable to telephone service installed in the General Assembly area of such buildings. The applicant is responsible for furnishing proof of its charitable classification by the State of Texas.

8. Use of designations such as ranch, farm, lake-house, or other similar designations in a customer's listing may not clearly indicate occupational or business use of the service. If, after proper investigation, it is determined the service is not to be used substantially for business purposes, residence rates apply. Listings such as C-Bar-C Ranch where the customer is engaged in the buying and selling of cattle and consistently uses the assigned telephone number in any form of advertising, the use is considered of a business or occupational nature and business rates shall apply.

9. In locations for convenience of administration of schools and libraries.

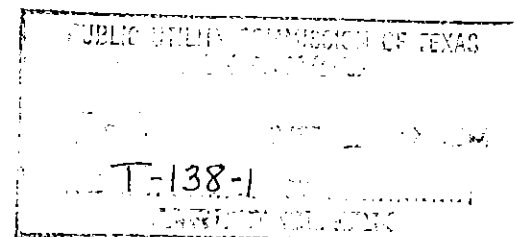
IV. CUSTOMER RELATIONS

A. Information to Customers

1. The Cooperative will maintain a current set of maps showing the physical locations of its facilities. All facilities shall be labeled to indicate the size, nominal capacity, or any pertinent information which will accurately describe the Cooperative's facilities. The maps, or such other maps as may be required by the Commission, shall be kept by the Cooperative, in the office of the Cooperative, and will be available for Commission inspection during normal working hours. N

(Continued on next page)

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

IV. CUSTOMERS RELATIONS (Continued)

A. Information to Customers ((Continued)

Each business office shall have available up-to-date N maps, plans or records of its immediate area, with such other information as may be necessary to enable the Cooperative to advise applicants, and others entitled to the information, as to the facilities available for serving the locality.

2. Upon request of an applicant for residential service, if applicant requests to be informed of the lowest-priced service alternatives available, the applicant shall be informed of the Cooperative's lowest-priced alternatives available at the applicant's location giving full consideration to equipment options and installation charges, if any, incident thereto.

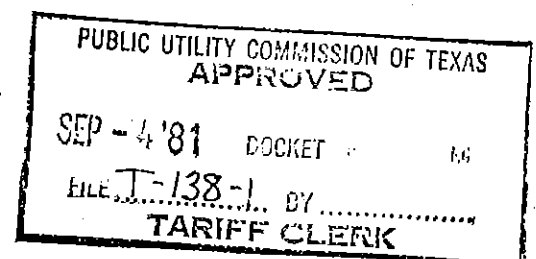
3. The Cooperative shall notify customers affected by a change in rates or schedule of classification.

4. Notices are posted in each business office of the Cooperative where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the Cooperative, as filed with the Commission, are available for inspection.

5. The Cooperative will furnish such additional information on rates and services as the customer may reasonably request.

6. The information contained in this Member Services Tariff is a matter of public record and the Cooperative shall make available to the public at each of its business offices, all of its tariffs currently on file with the Commission. The Cooperative shall lend assistance to seekers of information therefrom and afford inquirers an opportunity to examine any of such tariffs upon request. The Cooperative shall provide copies of any portion of the tariffs at a reasonable cost to reproduce such tariff for a requesting party. N

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. CUSTOMER RELATIONS (Continued)

B. Customer Complaints

1. Upon complaint to the Cooperative by a customer either at its office, by letter or by telephone, the cooperative shall promptly make a suitable investigation and advise the complainant of the results thereof within 21 days. In the event the complainant is dissatisfied with the Cooperative's report, the Cooperative will advise the complainant of the Public Utility Commission complaint processes. E

2. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of the customer, the Cooperative shall make a suitable investigation and advise the Commission of the results thereof. Initial response to the Commission must be made within twenty-one (21) days. The Commission encourages all customer complaints to be made in writing to assist the Commission in maintaining records on the quality of service of the Cooperative.

3. The Cooperative shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint and the adjustment or disposition thereof for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges which require no further action by the cooperative will not be recorded.

V. APPLICATION FOR MEMBERSHIP AND SERVICE

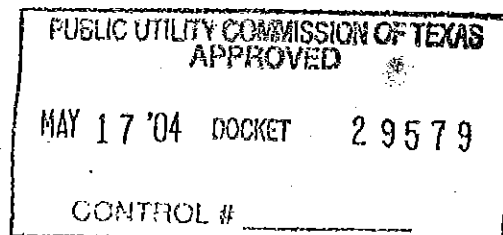
A. Application and Requirements for Membership in the Cooperative.

Any person, firm, association, corporation or body politic or subdivision thereof may become a member of the Poka Lambro Telephone Cooperative, Inc. by:

1. Making a written application for membership.

2. Agreeing to purchase a residential or business telephone service as specified in this Tariff from the Cooperative. T

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Box 1340, Tahoka, TX 79373



MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

V. APPLICATION FOR MEMBERSHIP AND SERVICE (Continued)

A. Application and Requirements for Membership in the Cooperative. (Continued)

3. Agreeing to comply with and be bound by the Articles of Incorporation and By-Laws of the Cooperative and any rules and regulations adopted by the Board of Directors of the Cooperative.
4. Pay a membership fee of \$50.00.

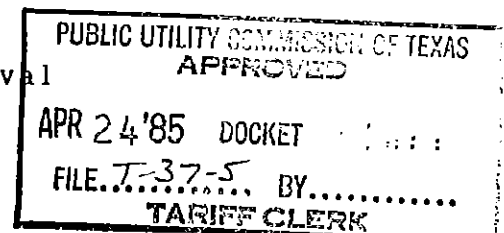
Provided, however, that no person, firm, association, corporation, or body politic, or subdivision thereof shall become a member unless and until all qualifications of membership have been met and the applicant has been accepted for membership by the Board or the membership. No member may hold more than one membership in the Cooperative, and no membership shall be transferable, except as provided by the By-Laws of this Cooperative.

B. Applications and Contracts for Service

1. Application for service may be made orally or in writing. Acceptance of such application by authorized agents or employees of the Cooperative, or the establishing of the service covered by such application shall constitute a contract between the customer and the Cooperative. Requests by the customer for additional service or facilities in connection with the original contract may be made verbally, however, the Cooperative may, at its own discretion require a new contract. The Cooperative reserves the right to require application for service to be in writing on forms provided by it. (See Application Form, Exhibit "A", Section 4). The Cooperative does not discriminate on the basis of race, nationality, color, religion, sex or marital status.

2. Applicants are required to pay the membership fee and if required; a deposit as necessary for establishment of credit in advance at the time application is made.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

V. APPLICATION FOR MEMBERSHIP AND SERVICE (Continued)

B. Applications and Contracts for Service (Continued)

3. All charges for the first billing period for TM exchange service and equipment, service connection and installation charges and special charges, if applicable, may also be required to be paid in advance.

4. Except as specified elsewhere in this Tariff, the minimum contract period for service or equipment is one month at the same location from the date service or additions to service are established. The minimum charge is the authorized rate for the service for one month. For purposes of rate administration, each month is considered to have 30 days.

5. The Cooperative may require a contract period longer than one month or a termination agreement in connection with Key System service, PBX service, or special (non-standard) types or arrangements of equipment at the same location, or for unusual construction necessary to meet special demands involving extra costs. (See Termination Agreement Form, Exhibit B, Section 4.)

6. The terms and conditions specified in all contracts are subject to these General Rules and Regulations, and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any changes in rates, rules, or regulations as approved by the Public Utility Commission of Texas shall act as a modification of the contract to that extent, without further notice.

7. A move from one geographic location to another (outside move) within the Cooperative's service area is not considered to terminate the contract and orders for such moves may be made orally.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

V. APPLICATION FOR MEMBERSHIP AND SERVICE (Continued)

C. Order of Precedence in Furnishing Telephone Service.

Applications for service in a particular exchange will be completed in accordance with the chronological order of their receipt depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply.

1. Cases of emergency involving the public welfare such as Civil Defense, fire, police, ambulance service, etc. E

2. Application for new business service shall be given priority over applications for residence service.

3. All others.

D. Unusual Installation Costs

Where special conditions or special requirements of the customer involves unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs as provided in Section 6, Charges Applicable Under Special Conditions.

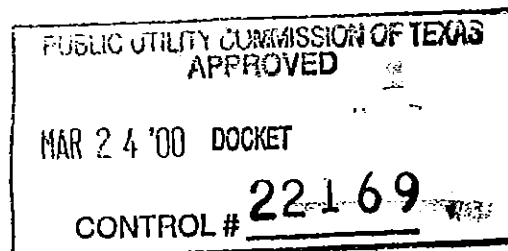
VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Conditions of Credit

The following conditions are applicable to the establishment of credit for residential applicants:

1. The Cooperative may require a residential applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills.

2. Credit worthiness shall be applied equally to a spouse immediately following divorce for twelve months divorce who established credit through shared service during the last 12 months prior to divorce.



MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

B. Applicant Deposit

1. A residential applicant shall not be required to pay a deposit subject to the following rules:

a. If the applicant has been a customer of any telephone company for the same kind of service within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bills for such telephone service was paid after becoming delinquent and never had service disconnected for non-payment.

b. If the applicant furnishes in writing a satisfactory guarantee from a third party to secure payments of bills for service required, and provided:

(1) The third party guarantor must be a customer of the Cooperative and must have been a member of the Cooperative for at least one year, and have established satisfactory credit in which no balance has been carried forward, and has not been disconnected for nonpayment of account.

(2) The third party guarantor may also be a financial institution known to the Cooperative and which guarantee is in writing and signed by a duly authorized officer of such financial institution.

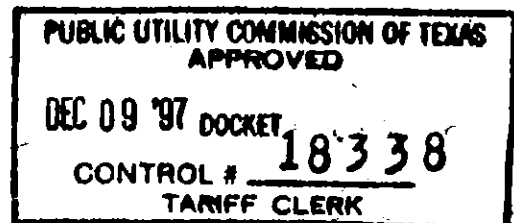
c. If the residential applicant demonstrates a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Cooperative, or ownership of substantial equity.

d. All applicants for permanent residential service who are sixty-five (65) years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Cooperative or another Cooperative for the same service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

e. A deposit shall not be required of an eligible Lifeline applicant if the applicant chooses to subscribe to Toll Restriction.

Issued By: Mickey Sims, General Manager
Box 1340, Tahoka, TX 79373

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

B. Applicant Deposit (Continued)

1. (Continued)

f. A deposit shall not be required for subscription to Prepaid Local Telephone Service.

g. The total of all deposits shall not exceed an amount equivalent to one-sixth of the estimated annual billing, except as provided in Sec. 11 relating to Prepaid Local Telephone Service. The estimated annual billings may include charges that are in a utility's tariffs. For nonresidential applicants and customers, the deposit amount may include long distance charges only where the provider of basic local telephone service bills those charges to the customer.

h. In determining the amount of any deposit permitted by this section, no revenue from non-tariffed products or services may be used.

i. Estimated billings to determine the deposit amount shall not include long distance charges for residential applicants and customers.

2. 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 Cooperative.

3. If a permanent residential or business service applicant does not meet the provisions under Part VI., Paragraph B., 1 & 2, above, a deposit will be required by the Cooperative subject to the following rules:

a. The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings. During the first twelve months of service, if actual usage is three times estimated usage (or three times average usage of most recent three bills) and current usage exceeds \$150 and 150% of the security held, a new deposit requirement may be calculated and an additional deposit may be required to be made within ten days after issuance of written notice of termination and requested additional deposit, or in lieu of additional deposit, the customer may elect to pay current usage within ten days after issuance of written notice of termination and requested additional deposit.

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Box 1340, Tahoka, TX 79373

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

B. Applicant Deposit (Continued)

3. (Continued)

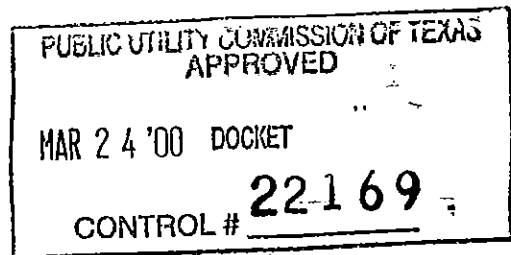
b. If actual use is at least twice the amount of the estimated billing, and a suspension notice has been issued on a bill within the previous twelve month period, a new deposit requirement may be calculated and an additional deposit may be required to be made within ten days after issuance of written notice of termination and requested additional deposit. In lieu of additional deposit, the customer may elect to pay the current bill by the due date, provided the customer has not exercised this option in the previous twelve months. If such additional deposit is not made, the Cooperative may disconnect service under the standard disconnection procedure.

c. In determining the amount of any deposit required, no revenue from estimated telephone directory advertising shall be used.

d. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Cooperative's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver of modification of the regular practices for the discontinuance of service for nonpayment of any sums due the Cooperative for services rendered.

e. Customers who are required to provide an initial deposit in order to receive service will be provided a copy of the brochure, "Your Rights as a Customer", which includes information about deposits.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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C. Deposit for Temporary or Seasonal Service and Weekend Residences

The Cooperative may require a deposit sufficient to reasonably protect it against the assumed risk for temporary or seasonal service and weekend residences in a uniform and nondiscriminatory manner.

These deposits shall be returned according to guidelines set out in subsection F below.

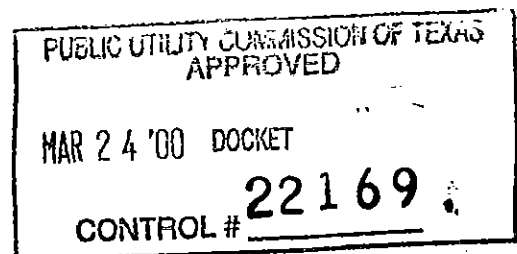
D. Records of Deposits

1. The Cooperative shall keep records to show:

- a. The name and address of each depositor;
- b. The amount and date of the deposit; and
- c. Each transaction concerning the deposit.

2. The Cooperative shall issue a receipt of deposit to each applicant from whom a deposit is received, and shall provide means whereby a depositor may establish claim if the receipt is lost.

3. A record of each unclaimed deposit shall be maintained for at least four years, during which time the Cooperative shall make a reasonable effort to return the deposit.



MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

E. Interest on Deposit

The Cooperative shall pay interest on all deposits required to be made by its customers at an annual rate. The amount of interest to be paid on deposits will be established by the Commission on an annual basis in accordance with statutory requirements. The applicable statute is Tex. Rev. Civ. Stat. Ann. art. 1440a (Vernon 1989). The current rate is established by the Commission annually in December for the following year.

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1. Payment of the interest to the customer shall be annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account.

2. The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

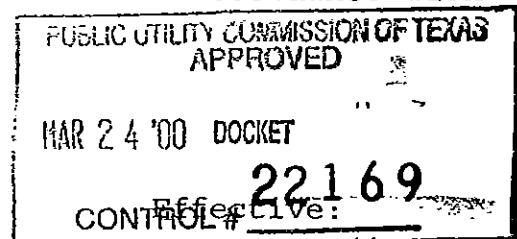
F. Refund of Deposit

1. If the service is not connected or after disconnection of service, the Cooperative shall promptly and automatically refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Cooperative shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

2. When the customer has paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive business billings without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent, and when the customer is not delinquent in the payment of current bills, the Cooperative shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill or void any guarantee of payment. If the customer does not meet these refund criteria the deposit and interest may be retained in accordance with paragraph E.1. above.

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Box 1340, Tahoka, TX 79373



MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VI. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

G. Reestablishment of Credit

Every applicant who previously has been a customer of the Cooperative and whose service has been discontinued for nonpayment of bills shall be required to pay all amounts due the Cooperative, and reestablish credit as provided in this Section, Part VI, Paragraphs A, B, and C, before service is rendered.

H. Complaint by Applicant or Customer

The Cooperative shall direct its personnel engaged in initial contact with an applicant or customer for service, seeking to establish or reestablish credit under the provisions of these rules, to inform the customer, if dissatisfaction is expressed with the Cooperative's decision, of the customer's right to file a complaint with the Commission thereon.

VII. REFUSAL OF SERVICE

A. Compliance by Applicant

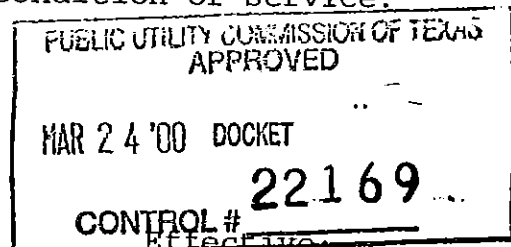
The Cooperative may decline to serve an applicant for the following reasons:

1. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

2. The applicant fails to comply with the Cooperative's tariffs pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others. The Cooperative will provide the applicant notice of refusal and allow the applicant a reasonable amount of time to comply with the Cooperative's tariffs.

3. The applicant has acted as a guarantor for another customer and fails to pay the guaranteed amount, where such guarantee was made in writing to the utility and was a condition of service.

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Issued By: Dave McEndree, CEO
Box 1340, Tahoka, TX 79373

MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VII. REFUSAL OF SERVICE (Continued)

A. Compliance by Applicant (Continued)

4. The applicant applies for service at a location where another customer received, or continues to receive, service and the utility bill is unpaid at that location and the utility can prove that the change in identity is made to avoid or evade payment of the Cooperative bill. An applicant may request a supervisory review if the Cooperative determines that the applicant intends to deceive the utility and refuses to provide service.

5. Except as provided in Section 11, subsection XIV, of this tariff describing Prepaid Local Telephone Service, service may be refused, if the applicant for nonresidential service owes a debt to any utility for the same kind of service as that applied for, including long distance charges for nonresidential applicants where a provider of basic local telephone service bills those charges to the customer pursuant to its tariffs. If the applicant's indebtedness is in dispute, the applicant will be provided service upon complying with the Cooperative deposit requirements. Payment of long distance charges is not a condition of local exchange service for residential applicants.

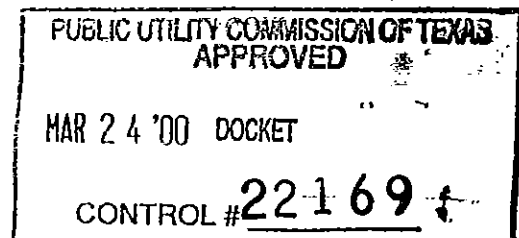
6. For refusal to make a deposit if applicant is required to make a deposit under these rules.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

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VII. REFUSAL OF SERVICE (Continued)

B. Applicant's Recourse

In the event that the Cooperative shall refuse to serve an applicant under the provisions of these rules, the Cooperative will inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Public Utility Commission of Texas thereon.

The Cooperative will inform applicants eligible for Prepaid Local Telephone Service (PLTS), that PLTS service is available if they are not eligible for standard local telephone service.

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C. Insufficient Grounds for Refusal to Serve

The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

1. Delinquency in payment for service by a previous occupant of the premises to be served;

2. Failure to pay for any charges not included in the cooperative's tariffs;

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3. Failure to pay a bill to correct previous under-billing due to misapplication of rates of more than six months unless the underbilling is the result of theft of service;

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4. Violation of the Cooperative's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interferes with the service of others, or other services such as communication services, unless the customer has first been notified and afforded reasonable opportunity to comply with said rules.

5. Failure to pay a bill of another customer as guarantor thereof, unless the guarantee is made in writing to the Cooperative as a condition precedent to service; and

6. Failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a Cooperative bill. A customer may request a supervisory review if the Cooperative determines that evasion has occurred and refuses to provide service.

7. Failure of a residential applicant to pay for long distance charges.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES

A. Ownership and Use of Equipment

1. Access to Customer's Premises

All equipment and facilities furnished by the Cooperative on the premises of a customer are the property of the Cooperative. The Cooperative's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment and facilities or for making collections from coin telephones or upon termination of the service, for the purpose of removing such equipment and facilities.

2. Resale of Services

Except as stipulated in this tariff or in the Cooperative's effective interconnection or resale agreements, the service and facilities furnished by the Cooperative shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm, or corporation for such use, or in the collection, transmission or delivery of any communication for others.

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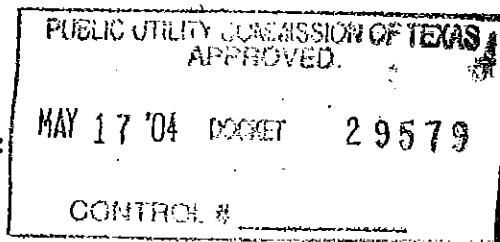
3. Installations at Hazardous Locations

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Cooperative's employees or to the public or to property, the Cooperative may refuse to install and maintain such service. If such service is furnished, the Cooperative may require the customer to install add maintain such service and may also require the customer to indemnify and hold the Cooperative harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

B. Telephone Numbers

1. The customer has no property right in the telephone number or any right to continuance of service through any exchange or central office, and the Cooperative may change the telephone number, or the central office designation, or the exchange or all above indicated, of any customer as is necessary in the conduct of its business to do so.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

B. Telephone Numbers (Continued)

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2. Disconnected residence telephone numbers shall not be reassigned for thirty (30) days and disconnected business numbers shall not be reassigned, unless requested by the customer, for thirty (30) days or the life of the directory, whichever is longer unless no other numbers are available for providing service to new customers.

3. 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 and is a usable number, the customer's number shall be changed to the listed number at no charge if requested.

C. Alterations

The customer agrees to notify the Cooperative promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Cooperative's wiring or equipment; and the customer agrees to pay the Cooperative's current charges for such change.

D. Maintenance and Repairs

1. All ordinary expense of maintenance and repair of services and facilities furnished by the Cooperative will be borne by the Cooperative, unless otherwise specified in this Tariff.

2. The customer agrees to exercise normal care of the Cooperative's equipment and facilities on the customer's premises. In the event of loss, damage or destruction of such equipment, occasioned by negligence of the customer, the cost of restoring the equipment to its original condition will be billed to the customer.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

D. Maintenance and Repairs (Continued)

3. The customer may not, nor permit others to, rearrange, disconnect or remove any equipment or wiring installed by the Cooperative except upon written consent of the Cooperative. If equipment or facilities are rearranged, disconnected or removed without such consent, cost for any restoral or repair work performed by the Cooperative as a result of such rearrangements, disconnection or removal will be billed to the Customer.

E. Unauthorized Attachments or Connections

In case of unauthorized attachment is made, the Cooperative shall have the right to disconnect the same or to suspend the service during the continuance of said attachment or connection or to terminate the service, as provided by this tariff, Section 13, Part I, Paragraph H, or in accordance with the Federal Communications Commission's Rules and Regulations or the Public Utility Commission of Texas, or as the Courts may determine.

F. Use of Customer Telephone Service

1. General

a. Customer telephone service, as distinguished in Subsection III, preceding is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, or as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

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b. The Cooperative shall have the right to refuse to install customer service or to permit such service to remain on the premises of a public or semi-public character if the station instrument is located so that the general public or patrons of the customer may make general use of the service. At such locations, however, the service may be installed provided the station instrument is located so that it is not accessible for public use.

c. The contract for service or rights acquired thereunder by the customer may not be assigned or in any manner transferred.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

F. Use of Customer Telephone Service (Continued)

1. General (Continued)

d. The Cooperative may disconnect, with advance notice, the telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone of any designated customer at or about the same time, resulting in preventing, obstructing or delaying phone service of others.

2. Unlawful Use of Service

Services and facilities will not be furnished, or if being furnished by the Cooperative, will be discontinued to any person, firm or corporation, if any law enforcement agency, acting within its jurisdiction, advises that such service is being, or will be used in violation of the law.

3. Use of Automatic Dial Announcing Devices

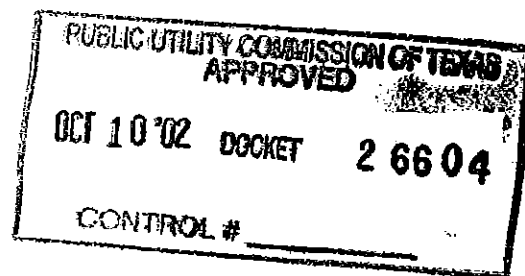
a. An automatic dial announcing device is any automatic equipment capable of playing a recorded message when a connection is completed to a telephone number.

b. The following requirements are imposed on the user of an automatic dial announcing device:

1) The user shall obtain a permit from the Commission, as written notice specifying the type of device to be connected, and the Cooperative may request a copy from the Commission;

2) The device is not used for random number dialing or to dial numbers by successively increasing or decreasing integers and may not simultaneously engage two or more lines of a multi-line business;

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

F. Use of Customer Telephone Service (Continued)

3. Use of Automatic Dial Announcing Devices (Continued)

b. The following requirements are imposed on the user of an automatic dial announcing device: (Continued)

3) The message conveyed by the device, or a message delivered by a human, must be in a single language and must state within the first 30 seconds of the call the nature of the call and the name, address, and call-back telephone number other than the ADAD number of the person, company, or organization making the call. If used for debt collection purposes or if a live operator introduces the call, this provision does not apply;

4) The device disconnects from the called person's line not later than five (5) seconds after either party hangs up or if the device cannot disconnect in that period, a live operator must introduce the call and receive the called party's consent;

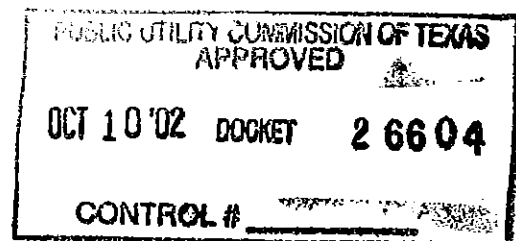
5) No calls shall be made to emergency telephone numbers of hospitals, fire departments, law enforcement offices, medical physician or service offices, health care facilities, poison control centers, "911" lines, other entities providing emergency service, any guest room or patient room of a hospital, health care facility, elderly home, or similar establishment, any telephone numbers assigned to paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier, or any service for which the called party is charged for the call;

6) For calls terminating in the State of Texas, the device is not to be used to make a call:

i. On a Sunday before noon or after 9 p.m., or before 9 a.m. or after 9 p.m. on a weekday or a Saturday, when the device is used for solicitation, or;

ii. At any hour that collection calls would be prohibited under the Federal Fair Debt Collection Practices Act, 15 United States Code, Section 1692 et seq., when the device is used for collection purposes; and

(Continued to next page)



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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

F. Use of Customer Telephone Service (Continued)

3. Use of Automatic Dial Announcing Devices (Continued)

b. The following requirements are imposed on the user of an automatic dial announcing device: (Continued)

7) A violation of any portion of this section shall subject the user to prosecution for a Class A misdemeanor as set forth in the Public Utility Regulatory Act, § 55.138 and subject the user to administrative penalties by the Commission.

8) If during a call, a cross-promotion or reference is made to any sponsor-provided service where the caller will incur a charge to place the call, the estimated time and rate must be stated.

c. Disconnection. The Cooperative may disconnect or refuse to connect service to a person using or intending to use an automatic dial announcing device if the Cooperative determines that the device is causing network harm.

The Cooperative shall disconnect service to a person upon a determination and notice by the Commission that the person is violating this section. Where the Telephone Cooperative receives Commission notice that a court or qualified agency has suspended a permit as allowed in state-issued licenses for failure to pay child support, the Telephone Cooperative shall in these instances disconnect immediately. The Cooperative may reconnect service to the person only upon a determination by the Commission that the person will comply with the Commission's rules as set forth in this section.

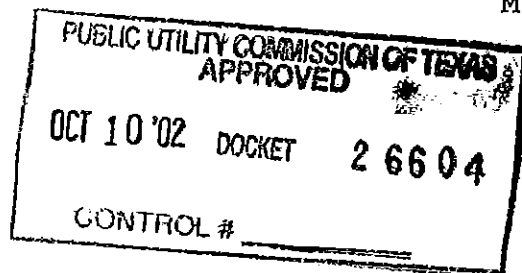
Except for immediate disconnection as noted above, the Cooperative shall give written notice, by mailing or hand delivery, if practicable, to the person using the device, of its intent to disconnect service not later than the third day before the date of the disconnection, except that if the device is causing network congestion or blockage, the notice may be given by telephone or hand delivery, if practicable, on the day before the date of disconnection.

The Cooperative will not knowingly permit an automatic dialing-announcing device for solicitation purposes to the public to be operated over its telephone network which cannot be terminated at will from the called station.

(Continued to next page)

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE AND FACILITIES (Continued)

F. Use of Customer Telephone Service (Continued)

3. Use of Automatic Dial Announcing Devices (Continued)

d. Exception. These provisions do not apply to the use of an automatic dial announcing device when the call is used for an emergency or public service approved by a county's emergency management coordinator in the county where the call is received or where a public or private primary or secondary school system attempts to account for truant students. However, the Company may disconnect service to a person using the device if it is causing harm to the network.

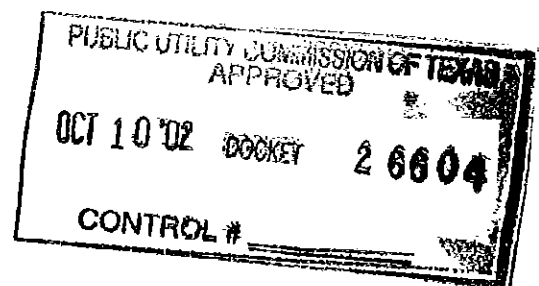
e. Form and fee. Anyone applying for a permit to use one or more automatic dial announcing devices shall use a Commission form and pay a Commission-prescribed fee for each permit issued.

f. Complaints. Upon receipt of an ADAD-related complaint, the Cooperative will record and forward the complaint to the Commission within 3 business days and so inform the complainant.

4. Use of Profane Language or Impersonation of Another

The Cooperative may suspend or terminate telephone service to any persons, firm or corporation who, over the facilities furnished by the Cooperative, uses or permits to be used foul, abusive, obscene or profane language, or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent, or uses or permits their telephone to be used to make nuisance calls.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

VIII. ESTABLISHMENT AND USE OF SERVICE FACILITIES (Continued)

F. Use of Customer Telephone Service (Continued)

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5. Abusive or Fraudulent Use of Service

The Cooperative may suspend or terminate telephone service to any persons, firm, or corporation who, obtains, attempts to obtain, or assists another to obtain local or long distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Cooperative by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.

6. Limited Communications

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

G. Indemnification

The customer indemnifies and saves harmless the Cooperative against claims, losses, suits for injury to or death of any persons, or damage to any property which arises from the use, placement or presence of Cooperative equipment, facilities and associated wiring on the customer's premises and further, the customer indemnifies and saves harmless the Cooperative against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Cooperative or the use thereof by the customer; against claims for infringement of patents arising from combining with or using in connection with facilities furnished by the Cooperative, and apparatus, equipment and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Cooperative.

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MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

IX. PAYMENT OF CHARGES FOR SERVICES AND FACILITES

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A. Billing and Payment for Service

1. The customer is responsible for payment of all charges for exchange service and equipment furnished the customer and toll messages (including special service billing charges) originating at the customer's station, and for all toll messages received at the customer's station on which charges have been reversed with consent of the person called.

2. The services and facilities furnished by the Cooperative may be suspended for failure of the customer to pay any sum due as set forth below.

3. The customer shall pay all charges for local services and facilities monthly in advance and shall pay for toll message service (including charges for special billing services), teletypewriter exchange service messages and service charges when billed. Departments, administrations and agencies of Federal, State, County, Township or Municipal Governmental agencies may be exceptions to this rule.

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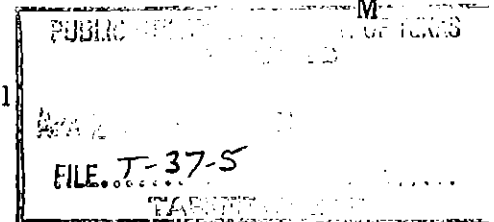
4. Bills for telephone service shall normally be rendered monthly; shall show the period of time covered by the billings; and shall show a clear listing of all charges due and payable. The Cooperative shall provide the customer with a breakdown of local service charges upon written request. Itemized toll statements shall be included in each bill. Customer billings sent through the United States mail shall be sent in an envelope.

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5. All bills for local, toll and miscellaneous services are due and payable at the office of the Cooperative in Lynn County, Texas, on or before the due date which is sixteen (16) days after issuance. A bill for telephone service is delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or an issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next work day after the due date.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IX. PAYMENT OF CHARGES FOR SERVICES AND FACILITIES (Continued)

A. Billing and Payment for Service (Continued)

6. A one-time penalty not to exceed five percent (5%) may be made on delinquent commercial or industrial bills; however, no such penalty shall apply on residential bills.

7. A customer's telephone service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty-six (26) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten days prior to a stated date of disconnection. If mailed, the cutoff day may not fall on a holiday or weekend but shall fall on the next work day after the tenth day.

8. Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day when personnel of the Cooperative are not available to the public for the purpose of making collections and reconnecting service.

9. Failure to receive a bill and disconnect notice does not relieve the Customer of the responsibility for payment in accordance with the provisions set forth herein.

10. Where the Cooperative 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 Cooperative tariffs.

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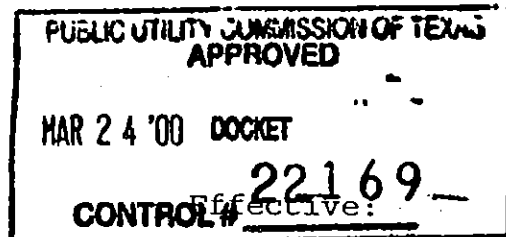
B. Adjustment of Charges

If billings for telephone services are found to differ from the Cooperative's lawful rates for the services being purchased by the customer, a billing adjustment shall be calculated by the Cooperative.

If the customer is due a refund, an adjustment shall be made for the entire period of overcharges.

(Continued next page)

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IX. PAYMENT OF CHARGES FOR SERVICES AND FACILITIES (Continued)

B. Adjustment of Charges (Continued)

If the customer was undercharged, the Cooperative may back bill the customer for a period not to exceed six (6) months, unless the underbilling is the result of theft of service. Except in the case of theft of service, service may not be disconnected for charges incurred six months prior to the date the Cooperative initially notifies the customer of the amount of undercharge and the total additional amount that will be due. If the underbilling is \$50.00 or more, the Cooperative shall offer to such customer a deferred payment plan option, for the same length of time as that of the underbilling, unless the underbilling is a result of theft of service.

Overbillings that are not adjusted by the cooperative within three billing cycles of the bill in error and certain underbillings shall accrue interest. The interest rate shall be established annually by the Commission in December for the following year in accordance with the Public Utility Commission's Substantive Rules.

C. Adjustments of Charges for Service 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 twenty-four (24) hours or longer after access to the premises is made available and after being reported to be out of order, 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.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

IX. PAYMENT OF CHARGES FOR SERVICES AND FACILITIES (Continued)

D. Notice to Governmental Entities Regarding Texas Prompt
Payment Act

Non-residential customers who are governmental entities under the Texas Prompt Payment Act (TPPA), Chapter 2251 Title 10 General Government, Texas Government Code Annotated, are responsible for notifying the Company of their status. TPPA provisions apply with regard to overdue payment, interest due on overdue payments and certain exceptions in the statute.

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE

In the event of failure by the customer or those otherwise responsible to pay any regular bill or any part thereof, the Cooperative may discontinue service as provided under Section 3, Part IX, Payment of Charges for Services and Facilities. Subject to the rules of this Tariff, service will not be restored unless or until all amounts due on the due date are paid in full including restoral of service charges as provided in Section 5, Part III, Paragraph C, 1, or a deferred payment plan entered into.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

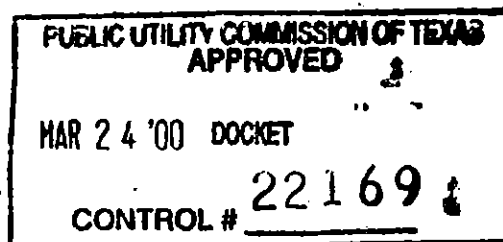
If a member fails to provide proper access for the removal of Cooperative equipment upon discontinuance of service, the member will be billed for the equipment and the membership fee of the member will be retained until the bill is paid.

The customer is responsible for all collection costs including attorney's fees incurred by the Cooperative to effect collection as a result of any breach of contract by the customer.

Any customer or applicant for service requesting the opportunity to dispute any action or determination of the Cooperative under the customer service rules of the Commission shall be given the opportunity for a supervisory review by the Cooperative. If the Cooperative is unable to provide a supervisory review immediately following the customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the customer chooses not to participate in such review or to make arrangements for such review to take place within five days after requesting it, the Cooperative may disconnect service providing notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the review by the cooperative must be informed of their right to file a complaint and/or request a hearing before the Public Utility Commission. The results of the supervisor review will be provided within ten days of the review, if requested by the customer.

A customer who reports an unauthorized charge on their bill may not be disconnected for nonpayment of an unauthorized charge. The Cooperative will not file an unfavorable credit report against a customer who has not paid charges that were alleged to be unauthorized unless the dispute regarding these charges is resolved against the customer.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

A. Suspension of Service by the Cooperative

A customer's telephone service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty-six(26) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten (10) days prior to a stated date of disconnection, with the words "termination notice" or similar language prominently displayed on the notice. The information shall be in English and Spanish as necessary to adequately notify the customer. If mailed, the cut-off day may not fall on a holiday or weekend, but shall fall on the next working day after the tenth day.

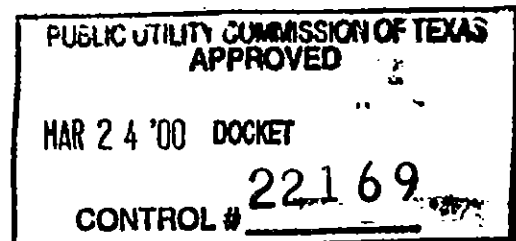
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Late notices or disconnect notices shall not be issued earlier than the first day the bill becomes delinquent to allow a reasonable length of time to ascertain receipt of payment by mail or at an authorized payment agency. Notices for residential customers will indicate the specific amount owed which is required to maintain basic local telephone service. A statement will be included in the notice informing customers that if they need assistance paying their bill, or are ill and unable to pay their bill, they may be able to contact the Cooperative to arrange an alternative payment method or establish a deferred payment plan. Payment at a Cooperative authorized payment agency is considered payment to the Cooperative.

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Residential notices will also include the customer's right to receive basic local telephone service without entering Prepaid Local Telephone Service if the customer does not owe for basic local service.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

A. Suspension of Service by the Cooperative (Continued)

The Cooperative may disconnect service without notice for any of the following:

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1. Where a known and dangerous condition exists;

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2. Where service is connected without authority by a person who has not made application for service or where service was reconnected without authority after termination for non payment; or

3. Where there are instances of tampering with the Cooperative's equipment, evidence of theft of service, or other acts to defraud the Cooperative.

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The Cooperative may disconnect telephone service after giving ten (10) days written notice to the customer for:

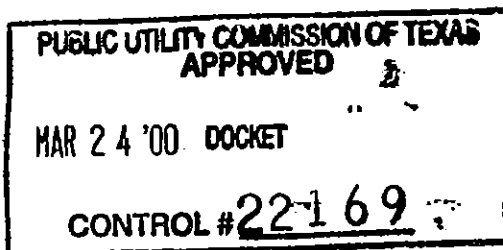
1. Failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement;

2. Failure to pay a bill for charges that are in the Cooperative's tariffs, including long distance charges for nonresidential customers only where the Cooperative bills those charges to the customer pursuant to Cooperative tariffs, or make deferred payment arrangements by the date of suspension or disconnection;

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3. Failure to establish and maintain credit, as set forth within this tariff within sixteen (16) days after the Cooperative has served or mailed notice requiring the customer to do so.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

A. Suspension of Service by the Cooperative (Continued)

The Cooperative may disconnect telephone service after giving ten (10) days written notice to the customer for: (Continued)

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4. Failure of the customer to reimburse, or make good, to the Cooperative a check or moneys not honored by the bank on which issued;

5. Violation of the Cooperative's rules on the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer has a reasonable opportunity to remedy the situation;

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6. Failure to comply with deposit or guarantee arrangements where required as set forth within this Tariff.

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7. Failure to pay the account of another customer as guarantor thereof if the customer has signed a guarantee as a precedent to service.

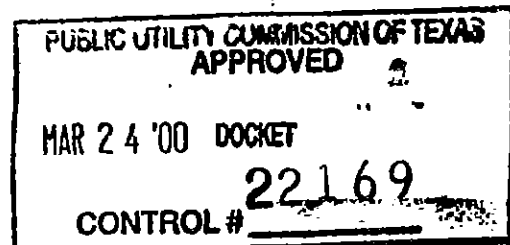
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8. Failure to comply with the terms of a deferred payment agreement except as provided in Sec. 11 relating to Prepaid Local Telephone Service.

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9. Avoidance of toll blocking by incurring long distance charges after toll blocking was implemented for the residential customer by the Cooperative due to nonpayment of long distance charges.

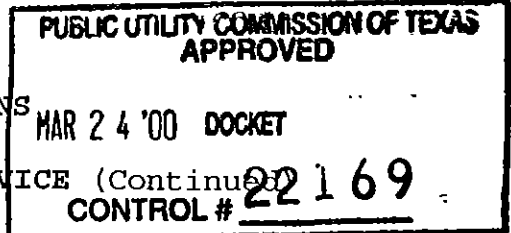
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MEMBER SERVICES TARIFF



GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

B. Telephone service may not be disconnected for any of the following reasons:

1. Failure to pay for any charges not included in the Cooperative's tariffs;

2. Failure to pay for a different type or class of utility service unless fee for such service was included on the bill at the time service was initiated;

3. Failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

4. Failure to pay charges arising from an underbilling occurring due to any misapplication of rates of more than six months prior to the current billing, except for theft of service.

5. Failure of a customer receiving Lifeline Service to pay charges incurred for toll service while the customer is receiving Lifeline Service.

C. Provisions for Restoration of Service Charge

The Restoration of Service Charge shown in Section 5, Part III, Paragraph C, are applicable under the following conditions:

1. Where service has been discontinued for failure to establish credit or for failure to pay a regular bill, a restoration of service charge will be made and collected by the Cooperative.

2. If the Cooperative deems necessary, the Cooperative may request the customer to submit cash, money order or cashier's check in payment of bill and reconnection charges and not accept a personal check or moneys not guaranteed when the history of a customer account warrants such action.

3. If the customer's service has been terminated and his membership fee and deposit applied to the balance of his account, he is no longer a member of the Cooperative and it will be necessary to reapply for telephone service as a new applicant and member.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

C. Provisions for Restoration of Service Charge
(Continued)

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4. The Restoration of Service charge will be made for reconnecting services which have been discontinued for nonpayment of charges due. No allowance will be made for loss of service during the period service is disconnected for nonpayment, if payment is made and service reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate service, it may at the option of the Cooperative, be reestablished only on the basis of a new application.

5. Restoration of Service Charge will be made for reconnecting service temporarily suspended at a customer's request.

6. For charges for dishonored checks, See Section 5, Returned Check Handling Charge.

D. Suspension of Service by Customer's Request

Temporary suspension of service for vacation purposes will be made upon request from individual line customers having telephone service for a period of one month or more. See Section 11, Vacation Service.

E. Termination of Service

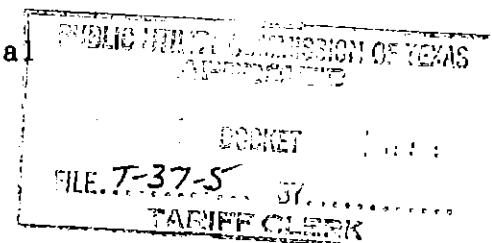
Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Cooperative, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of initial month.

2. Service may be terminated after the expiration of the initial contract period, upon the Cooperative being notified, and upon payment of charges due to the date of termination of the service as provided elsewhere in this Tariff.

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Issued: September 21, 1984 Effective: On Approval



MEMBER SERVICES TARIFF

GENERAL RULES AND REGULATIONS

X. SUSPENSION AND TERMINATION OF CUSTOMER SERVICE (Continued)

F. Cooperative-Initiated Toll Blocking

1. The Cooperative 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 be not more than \$10.00 for one-time installation and not more than \$1.50 per month for toll blocking.

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

XI. SPECIAL CHARGES, FEES, AND TAXES

A. Texas Universal Service Fund (TUSF) Surcharge

1. 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 Cooperative. The Cooperative'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.

2. The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service."

3. Effective September 1, 2004, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill, except Lifeline and Link Up, will be assessed a TUSF Surcharge based on the TUSF assessment rate approved by Commission order. The TUSF assessment rate may be changed periodically by the Commission.

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MEMBER SERVICES TARIFF
GENERAL RULES AND REGULATIONS

XI. SPECIAL CHARGES, FEES, AND TAXES (Continued)

B. Municipal Franchise Fees

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 city in which the end user of the access lines is located. Effective with the charges billed on or after March 1, 2000, the monthly recurring municipal charge will be equal to a monthly amount developed using criteria as recommended by your local municipality with information supplied by this local certificated telecommunications provider (CTP). The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from 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.

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CONTROL # _____

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL

The rates and charges listed in this Section apply to Local Exchange Services of the Poka Lambro Telephone Cooperative, Inc., herein referred to as the Cooperative, in its exchanges as specified on the Cooperative's exchange service area maps as approved and on file with the Public Utility Commission of Texas.

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The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Member Services 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 Member Services Tariff.

A. Provision of Service

The Cooperative provides one-party service throughout its service areas, in fourteen exchanges, according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

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June 1, 2014 - CONTROL NO. 42306

TARIFF CLERK

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

B. Application of Rates and Charges

Local exchange service rates and charges as specified in this section are for basic local exchange service, including Tone Dialing Service, Mandatory Extended Area Service, and facilities only. The rates for other ancillary services not specifically shown in this section are presented in other sections of this tariff.

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Unless otherwise specified, the Rates and Charges quoted in this section are for minimum periods of one month, payable in advance and provide unlimited flat rate calling within the exchange area. Where Extended Area Service (EAS) is provided, the monthly rate for the local exchange access line or trunk includes all EAS charges and provides unlimited calling within the home exchange and all other exchanges as specified in the Extended Area Service calling scope.

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The Cooperative offers mandatory two-way toll-free extended local calling (ELC) service between its customers physically located in the Cooperative's exchanges, as further outlined in the tables included in subsection C., following.

The Cooperative offers mandatory one-way toll-free extended local calling (ELC) service to its customers from their home exchanges to all other exchanges in the Lubbock local access transport area (LATA) as identified below. In order to qualify for the toll-free calling, customers must dial the called parties within the LATA using seven-digit or ten-digit local dialing methods. This service is included with residential and business local exchange access service at no additional charge.

EXCHANGES IN THE LUBBOCK LATA
Abernathy, Acuff, Afton, Amherst, Anton, Arnett, Aten, Ausborne, Bean, Brownfield, Bula, Caprock, Cone, Cotton Center, County Line, Crosbyton, Denver City, Dickens, Dry Lake, Earth, Edmondson, Elkins, Fieldton, Fletcher Carter, Flomot, Floydada, Gail, Girard, Hackmont, Hale Center, Halfway, Happy Union, Hatch, Higginbotham, Hollandville, Hurlwood, Idalou, Jayton, Kress, Lamesa, Lariat, Lazbuddie, Lehman, Levelland, Littlefield, Lockney, Loop, Lorenzo, Lubbock, Maple, Matador, McAdoo, Meadow, Merrell, Morton, Muleshoe, Needmore, Nelms, New Home, O'Donnell, Olton, Paducah, Patricia, Peacock, Petersburg, Pettit, Plains, Plainview, Post, Punkin Center, Quitaque, Ralls, Ransom Canyon, Redmon, Roaring Springs, Ropesville, Seagraves, Silverton, Slaton, Smyer, Southland, Spade, Springlake, Spur, Sudan, Sundown, Tahoka, Tulia, Turkey, Union, Verbena, Vigo Park, West Lakes, Wheatley, White River, Whiteface, Whitharral, Wilson, Wolfforth, Woodrow

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Tariff Clerk	

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Aten (806-439)	Nelms (806-645), O'Donnell (806-428)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85
Ausborne (806-585)	Brownfield (806-637)	Aten, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$32.15

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Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Fletcher Carter (806-327)	Tahoka (806-998)	Aten, Ausborne, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85
Gail (806-756)		Aten, Ausborne, Fletcher Carter, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 21.50	\$ 17.54	\$ -	\$ 22.40	\$ 30.60

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Hatch (806-497)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15	I
Loop (806-487)	Seagraves (806-546)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Nelms (806-645)	Aten (806-439), O'Donnell (806-428)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I
New Home (806-924)	Tahoka (806-998)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
O'Donnell (806-428)	Aten (806-439), Nelms (806-645)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 21.50	\$ 17.54	\$ -	\$ 22.40	\$ 30.60
Patricia (806-462)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Punkin Center (806-489)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15
Southland (806-996)	Slaton (806-828)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF
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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Union (806-755)	Brownfield (806-637)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15	I
West Lakes (806-465)	Tahoka (806-998)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Wheatley (806-522)	Brownfield (806-637)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15

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Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

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June 1, 2014 - CONTROL NO. 42306

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. 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.

A. General

1. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
2. 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.
3. 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.
4. State Lifeline rate reductions do not apply to service connection charges.
5. 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.
6. 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.
7. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
8. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. STATE LIFELINE PROGRAM (Continued)

B. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

C. State Eligibility Requirement

1. 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.

2. Obligations of the Customer

(a) 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).

(b) 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.

3. 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.

4. 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 an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

A. General

1. 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.

2. 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.

3. 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, as provided in Section 5 of this tariff.

4. 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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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. Federal Lifeline Program (Continued)

A. General (Continued)

5. 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.

6. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

7. 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.

8. The federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.

9. Partial payments made by Lifeline customers will be applied first toward charges for local service.

B. Designated Federal Lifeline Program Services

1. The Company shall offer the voice telephony service and broadband service 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).

2. 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.

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IV. FEDEARL LIFELINE PROGRAM (Continued)

B. Designated Federal Lifeline Program Services (Continued)

3. 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.

4. All designated federal Lifeline Program services are subject to minimum service standards delineated in 47 Code of Federal Regulations §54.408.

C. Eligibility Requirement

1. 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.

2. Obligations of the Customer

(a) 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).

(b) 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.

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IV. FEDERAL LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

3. 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.

4. 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 an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

D. Deposit and Credit Requirements

1. 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.

2. The Company may charge a service deposit if:

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

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

3. 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.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM (Continued)

E. Service Connection and Charges

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

2. Service connection charges may apply when:

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

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

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

3. 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 as provided in Section 5 of this tariff.

4. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

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IV. FEDERAL LIFELINE PROGRAM (Continued)

F. 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.

1. 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.

2. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:

(a) advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and

(b) allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.

(c) 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.

3. 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.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM (Continued)

G. Federal Lifeline Program Support Amount

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

1. The Company shall grant federal support to qualifying low-income consumers 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.
2. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.
3. 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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MEMBER SERVICES TARIFF

SERVICE CHARGES

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MEMBER SERVICES TARIFF

SERVICE CHARGES

I. GENERAL

A. The charges specified in this Section for the connection, move or change of service contemplate work being performed by the Cooperative employees involved at a time when overtime wages do not apply.

B. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.

C. The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move or change for a business or residence class of service customer.

1. Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service. One Service Ordering Charge is applicable per customer request, per due date, per premises. However, when multiple service orders are required for Cooperative reasons, only one Service Ordering Charge applies.

2. Central Office Access Charge - work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross-connections, and connecting or moving the drop wire or protector block.

3. Restoration Charge - applicable for restoration of service following a suspension of service.

4. Termination Charge - applicable for a customer's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item.

5. Maintenance of Service Charge - See Section 13 of this tariff.

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MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION

A. General

1. Service charges are applicable for all services furnished to the customer as indicated throughout this tariff except as provided hereinafter.

2. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All line connection work requested at the same time for service on one premise will be covered by one service order charge.

3. Service reestablished after the destruction of the customer's premises by fire, flood or other similar causes beyond the customer's control, where the same amount of service is reestablished within a reasonable period of time at the time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, all Service Charges will apply for the subsequent installation.

4. Service charges may be required to be paid at the time of application for service.

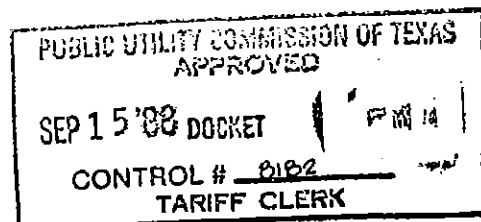
5. Service charges are not applicable for:

- a. Normal maintenance and repair of the Cooperative's equipment and service provided subject to tariff.
- b. Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing requests.
- c. Customer-provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

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MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION (Continued)

A. General (Continued)

5. Service charges are not applicable for: (Continued)

d. Tel-Assistance Service Program. Service connection charges are not applicable as follows:

- (1) When existing eligible basic residential local exchange access service customers convert to or from Tel-Assistance Service.
- (2) When existing residential subscribers convert from Foreign Zone, or Foreign Exchange Service to one of the basic local exchange access services specified in Section 4., II. C. of this Tariff, in order to qualify for Tel-Assistance Service.
- (3) When existing Tel-Assistance Service customers have subsequently been determined to be no longer eligible for Tel-Assistance Service, by the Texas Department of Human Services, and must convert back to the full applicable local exchange tariff monthly rate as specified in Section 4 of this Tariff, for the equivalent grade of local exchange access service which said customer has at the time of such conversion.

6. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of service. Termination charges apply only as specified in Section 3 of this tariff.

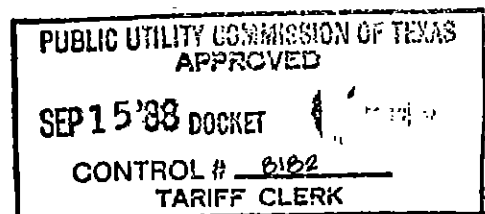
7. Charges specified in this Section do not apply to services furnished under the concurrence provisions filed in Section 15 of this tariff. These services include WATS access lines and access line extensions, and all interexchange private line services and channels. Nonrecurring charges for these services are stated in Southwestern Bell's Tariffs, or as exceptions or additions to concurrent provisions in Section 15 of this tariff.

8. Changes in the locations of existing terminations to points outside the customer's premises are considered new installations at the new location.

(Continued next page)

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MEMBER SERVICES TARIFF

SERVICE CHARGES

II. APPLICATION (Continued)

A. General (Continued)

9. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.

10. In no case shall the combination of charges applicable for a move or change of service exceed the charges applicable for a new installation of that service.

B. Service Order Charges

1. A service order charge will be applicable in addition to the appropriate line connection work.

2. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premise extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service. The primary service order charge is applicable when reestablishing service that has been disconnected for non-payment.

3. The secondary service order charge is applicable for subsequent requests for service, inside move or change, number change, restoration of service disconnected at customer's request, and change from business to residence service or residence to business service.

4. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

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SERVICE CHARGES

II. APPLICATION (Continued)

C. Line Connection Work Charge

1. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:

- a. Connection or reconnection of local exchange lines, local private lines, off-premise extension lines, and tie lines.
- b. Number changes on local exchange lines and trunks.
- c. Restoration of service from vacation service, or service disconnected for non-payment.

2. One line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premise extension line are bridged in the central office, only one line connection charge will apply for each line.

3. The line connection charge does not apply for transfer of service when there is no lapse in service.

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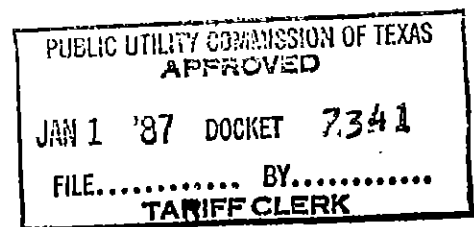
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MEMBER SERVICES TARIFF

SERVICE CHARGES

III. SCHEDULE OF CHARGES

A.	Business or Residence Service Order ⁽¹⁾	
1.	Primary	\$13.00
2.	Secondary	8.00
B.	Line Connection, each C.O. Access Line, ⁽¹⁾	
	New Order	10.00
	Move or Change	6.60

⁽¹⁾ The Cooperative will waive applicable service order and line connection charges for the promotional period of November 1, 2010 through December 17, 2010 for residential or business customers who order an access line and also choose Poka Lambro Communications as their presubscribed interexchange carrier.

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IV. TERMINATION CHARGE

A. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.

B. When a customer discontinues one or more units of a group of the same item, the lines installed last shall be considered as the lines first discontinued.

C. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred but the Cooperative in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the cancelled service.

V. RETURNED CHECK CHARGE

A charge will be imposed for each check returned or moneys not honored by a bank or depository.

Returned Check Charge\$25.00

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SERVICE CHARGES

VI. RESTORATION CHARGE

A. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due, or at the discretion of the Cooperative a substantial portion thereof, and in addition, a restoration charge of:

1. Service Restoration Charge
(Non-payment of Charges)
 - a. Service Order \$13.00
 - b. Line Connection 10.00

2. For customers whose service has been suspended and who subscribe to Prepaid Local Telephone Service, the Cooperative will defer the customer's service restoral charges until the customer returns to basic local service.

B. When, at the request of a customer, service is temporarily suspended a service charge as shown will apply for the subsequent restoration of that service:

1. Service Restoration Charge
(Customer's Request)
 - a. Service Order Charge \$ 8.00
 - b. Line Connection 10.00

VII. MAINTENANCE SERVICE CHARGES

See Section 13

VIII. TRIBAL LINK UP PROGRAM

A. Tribal Link Up is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers who are eligible residents of Tribal Lands and who are currently not on the public switched network. T

B. Under the program, Tribal Link Up support is available in accordance with Chapter 47 Code of Federal Regulations § 54.413, for a 100% reduction of the Cooperative's customary charges for connection of telephone service, up to \$100. T
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SERVICE CHARGES

VIII. RESERVED FOR FUTURE USE

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Tahoka, Texas

SECTION 5
6th Revised Page 9
Replacing 5th Revised Page 9

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