

Lingo Telecom, LLC
d/b/a Trinsic Communications d/b/a Lingo
d/b/a/ BullsEyeComm
25925 Telegraph Rd., Suite 210
Southfield, MI 48033
Issued by: General Counsel

Nebraska Tariff No. 7
1st Revised Title Page
Cancels Original Title Page

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Issued: August 18, 2023

Effective: August 28, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

This Nebraska Tariff No. 7, issued by Lingo Telecom, LLC d/b/a Trinsic Communications d/b/a Lingo
d/b/a/ BullsEyeComm cancels and replaces in its entirety,
Nebraska tariff No. 3 issued by Matrix, Telecom, LLC d/b/a Trinsic Communications d/b/a Lingo

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RULES, REGULATIONS, AND
SCHEDULE OF RATES AND CHARGES
APPLICABLE TO

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

FURNISHED BY

LINGO TELECOM, LLC

D/B/A TRINSIC COMMUNICATIONS

D/B/A LINGO

D/B/A BULLSEYECOMM

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WITHIN THE STATE OF NEBRASKA

Lingo Telecom, LLC
d/b/a Trinsic Communications d/b/a Lingo
d/b/a/ BullsEyeComm
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CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the top of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the top of this page.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms, and conditions applicable to the furnishing of local exchange service by Lingo Telecom, LLC d/b/a Trinsic Communications d/b/a Lingo d/b/a/ BullsEyeComm ("the Company") in the serving areas defined herein.

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The provision of local exchange services is subject to existing regulations and terms and conditions specified in this tariff and may be revised, added to or supplemented by superseding issues.

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below:

- (D) - To indicate discontinued rate or regulation.
- (I) - To indicate increased rate.
- (M) - To indicate a move in the location of text.
- (N) - To indicate new rate or regulation.
- (R) - To indicate reduced rate.
- (T) - To indicate a change in text but no change in rate or regulation

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TARIFF FORMAT

- A. Page Numbering: Each page is numbered at the upper right corner of the page. Pages are numbered sequentially. New pages are occasionally added to the tariff between pages already in effect. In this case the new page number appears with a decimal added.
- B. Page Revision Numbers: Revision numbers also appear in the upper right corner of each page where applicable. These numbers are used to indicate the most current page version on file with the Commission. Consult the Check Sheet for the pages currently in effect.
- C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)
- D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet will accompany the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current Revision Number. When new pages are added, the Check Sheet is changed to reflect that revision. All revisions made in a given filing are designated by an asterisk (*). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 1 - EXPLANATION OF TERMS

Advance Payment: Part or all of a payment required before the start of service.

Agency: For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

Authorized User: A person, corporation or other entity that is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

Attendant: An operator of a PBX console or telephone switchboard.

Building: A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

Call Initiation: The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

Call Termination: The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

Central Office: An operating office of the incumbent local exchange company where connections are made between telephone exchange lines.

Company – Lingo Telecom, LLC d/b/a Trinsic Communications d/b/a Lingo d/b/a/ BullsEyeComm, the issuer of this Tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

Customer: A person, firm, partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications services.

Emergency: A situation that appears to present immediate danger to person or property.

Emergency Service (Enhanced 911): Allows customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

E911 Service Area: The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer: A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

Error: A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

Exchange: An area, consisting of one or more central office districts, within which a call between any two points is a local call.

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SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

Exchange Access Line: A central office line furnished for direct or indirect access to the exchange system.

Final Account: A customer's outstanding charges still owed to the Company.

Investigative or Law Enforcement Officer: An officer of the United States, a state or a political subdivision of the United States which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

Last Number Redial: Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Lingo – Refers to Lingo Telecom, LLC d/b/a Trinsic Communications d/b/a Lingo d/b/a/ BullsEyeComm, the issuer of this Tariff.

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Local Call: A call which is not rated as a long distance call.

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SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

Local Calling Area: The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a long distance charge.

Local Exchange Carrier: A company that furnishes exchange telephone service.

Local Service: Telephone exchange service within a local calling area.

Move: The disconnection of existing service at one location and reconnection of the same service at a new location in the same building or in a different building on the same premises.

PBX: A private branch exchange.

Presubscription: An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wishes to access, without an access code, for completing intraLATA and interLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

Private Branch Exchange Service: Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

Rate Center: Company-designated service locations from which service is rendered or rated.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Service Commencement Date: The first day following the date on which the Company notifies the customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order: The written request for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Serving Central Office: The central office from which local service is furnished

Speed Calling: Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable.

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SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

Telecommunications Relay Service (TRS): Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT or vice versa. A customer will be able to access the state provider to complete such calls.

Telephone Call: A voice connection between two or more telephone stations through the public switched exchange system.

Termination of Service: Discontinuance of both incoming and outgoing service.

Toll Blocking: Allows end users to block direct-dialed long distance calls from their telephones.

Toll Call: Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

UNE Zone: Zone where unbundled networks are provided

User: A Customer or any other person authorized by a Customer to use service provided under this Tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

- 2.1.1** The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.
- 2.1.2** The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers.
- 2.1.3** The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- 2.1.4** The Company will comply with any applicable quality of service requirements according to Nebraska laws and rules.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.2 Terms and Conditions

- 2.2.1** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- 2.2.2** Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified. At the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current tariffed, month to month rates, unless terminated by the Customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- 2.2.3** This tariff shall be interpreted and governed by the laws of the State of Nebraska without regard for the State's choice of laws provisions.
- 2.2.4** Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.2.5** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.6** In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide customer records and related information without further notice.
- 2.2.7** Customer shall not connect any equipment to the Company's network, except with at least ten (10) days prior written notice to the Company

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SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Notification of Service Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service-affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Provision of Equipment and Facilities

- 2.4.1** The Company will make reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and any liability of the Company will be limited by Section 2.5 of this tariff.
- 2.4.2** The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may not rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- 2.4.3** The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 2.4.4** Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Provision of Equipment and Facilities, (Cont'd.)

2.4.5 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of services offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (i) the transmission of signals by Customer provided equipment or for the quality of, or defects in such transmission; or
- (ii) the reception of signals by Customer provided equipment; or
- (iii) network control signaling where such signaling is performed by Customer provided network control signaling equipment.

2.4.6 At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company

- 2.5.1** The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.5.2** The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of the Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.7.2, the Company's liability, if any, shall be limited as provided herein.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.3 The Company shall be indemnified, defended and held harmless against any claim, loss or damage arising from the use of service offered under this tariff, involving:

- (i)** claims for libel, slander, invasions of privacy or infringement of copyright arising from any communication;
- (ii)** claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
- (iii)** claims for loss of profit; or
- (iv)** all other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.

2.5.4 The Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commissions, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the FCC's Rules and Regulations, acts of God and other circumstances beyond the Company's control.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.5 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's exchange access lines. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.6 With Respect to Emergency Number 911 Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any equipment and facilities furnishing this service.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.7 With Respect to Directory Listings

- A.** In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- B.** An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
 - (i)** Free Listings: For free or non-charged published directory listings credit shall be given at the rate of one times the monthly tariff rate for an additional or charge listing affected for the life of the directory or the charge period during which the error, mistake or omission occurs.
 - (ii)** Charge Listings: For each additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
 - (iii)** Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/20ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.7 With Respect to Directory Listings, (Cont'd.)

B. (Cont'd.)

- (iv) Credit limitation: The total amount of the credit provided for the preceding paragraphs (i) and (ii) shall not exceed, on a monthly basis the total of the charges for each charge listing as specified in paragraph (ii), for the line or lines in question.
- (v) Definitions: As used in paragraphs (i), (ii) and (iii) above, the terms "error," "mistake," or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on a street or a community different from the one provided to the Company.
- (vi) Notice: Such allowances or credits as specified in paragraphs (i) and (ii) above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.8 With Respect to Caller ID Blocking

- A.** The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Caller ID Blocking, whether or not arising from or relating to any ordinary negligence by the Company.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.6 Directory Listings

- 2.6.1** The Company will, as a service to the Customer, arrange for listing of Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 2.5.7 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 2.6.2** When a Customer with a non-published telephone number, as defined herein, places a call to Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.
- 2.6.3** In conjunction with a non-published telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.
- 2.6.4** The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.7 Interruptions in Service

An interruption is deemed to have occurred when the phone lines of the underlying carrier are inoperative. If a Customer reports a facility, service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

2.7.1 Temporary Suspension for Repairs

The Company's underlying provider shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company's services are being repaired or changed, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

2.7.2 Credit Allowance for Interruptions

- A.** Interruptions of more than 24 hour periods which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the pro rata monthly charge involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less than 24 hours.
- B.** For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly recurring charges specified thereunder for local line or local trunk service and is dependent upon the length of interruption. Only those facilities on the interrupted portion of circuit will receive a credit.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.7 Interruptions in Service, (Cont'd.)

2.7.3 Limitations on Credit Allowances

No credit allowances will be made for:

- (i) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer;
- (ii) interruptions which are restored on or before the day after the interruption is reported or discovered by the Company.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer

2.8.1 Customer Responsibility

The Customer shall be responsible for:

- (i) the payment of all applicable charges pursuant to this Tariff;
- (ii) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's services.

2.8.2 Claims

- A. With respect to any service provided by the Company, Customer shall indemnify, defend and hold the Company harmless from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:
 - (i) Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
 - (ii) Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer, (Cont'd.)

2.8.3 Station Equipment

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 2.7.2 is not applicable.

2.8.4 Interconnection of Facilities

- A.** Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. Customer shall be liable for damages resulting from Customer's use of non-compatible equipment.
- B.** Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communication carriers which are applicable to such connections.
- C.** Services furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer, (Cont'd.)

2.8.5 Inspections

- A.** Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities. No credit will allowed for any interruptions occurring during such inspections.

- B.** If the protective requirements for the Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Authorized Users. Objections must be received by the Company within a reasonable period of time after receipt of bill, or all the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges of the Company, in addition to its own internal costs, in connection with a service for which a Company nonrecurring charge is specified, those charges may be passed on to the customer.

2.9.1 Taxes and Surcharges

The Customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of local exchange service, all of which shall be separately designated on the Company's invoices. Any taxes or surcharges imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those Customers located in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

A. Dual Party Relay Service Surcharge

All Customers will be assessed a per line surcharge to support the Nebraska Dual Party Relay Service program. The surcharge will be based on a monthly snapshot of lines associated with each Customer's account. No fractional debits or credits will be given. This surcharge will appear as a separate line item on the Customer's bill. The amount of the surcharge will be equal to the per line assessment paid by the Company as determined by Nebraska law or Commission rules rounded up to the nearest whole cent.

	<u>Monthly Charge</u>
Per access line	\$0.03

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SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

2.9.2 Bills and Collection of Charges

- A.** Bills will be rendered monthly to Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B.** All service, installation, monthly recurring charges and nonrecurring charges are due and payable upon receipt.
- C.** For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D.** Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5%, or lower if required by law, per month shall apply to amounts shown on a monthly bill which remain after the due date. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E.** A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F.** If Customer chooses to place calls or receives calls via a non-Lingo Telecom affiliated carrier, the Company will not be liable for any charges related to such calls.
- G Invoice Billing Fee**

The Company will assess an Invoice Billing Fee of \$2.00 per month for Customers that elect to continue to receive paper invoices from the Company. This fee will be waived for Customers that elect to forgo the monthly paper invoice and instead choose to receive electronic invoices from the Company through the Electronic

Bill Payment System.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

2.9.3 Disputed Bills

- A.** The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the customer of their obligation to pay current charges. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
- B.** The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- C.** The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- D.** If after investigation and review by the Company, a disagreement remains as to the disputed amount, the customer may file an appropriate complaint with:

Nebraska Public Service Commission
P.O. Box 991
Montgomery, Nebraska 36101-0991
Telephone: (334) 242-5211
Facsimile: (334) 242-0727
Toll-Free: (800) 392-8050

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SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service

The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to discontinuance of service.

Upon the Company's discontinuance of service to Customer pursuant to this section, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

2.10.1 Discontinuance of Service by the Company

- A.** The Company may discontinue or suspend service to Customer without prior written notice without incurring liability for the following reasons:
 - (i)** The existence of an obvious hazard to the safety or health of the consumer or the general population or the Company's personnel; or
 - (ii)** The Company has evidence of tampering or evidence of fraud.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.1 Discontinuance of Service by the Company, (Cont'd.)

- B.** The Company may discontinue or suspend service to Customer upon no less than 5 days written notice without incurring liability for the following reasons:
- (i)** Customer violation of any of the provisions of this tariff, and/or violation of the Commission's rules and regulations;
 - (ii)** Failure to pay a bill for service;
 - (iii)** Failure to meet or maintain the Company's credit and deposit requirements;
 - (iv)** Failure of the Customer to provide the Company reasonable access to its equipment and property;
 - (v)** Customer breach of contract for service between the Company and the customer;
 - (vi)** When necessary for the utility to comply with an order of any governmental agency having such jurisdiction;
 - (vii)** Unauthorized resale of service.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.2 Discontinuance of Service by Customer

- A.** If Customer cancels a service order or terminates service before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.7), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in this tariff, all costs, fees, and expenses incurred in connection with:
- (i)** all nonrecurring charges reasonably expended by Company to establish service to Customer, plus
 - (ii)** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
 - (iii)** all recurring charges specified in the applicable service order tariff for the balance of the then current term.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.3 Cancellation of Application for Service

- A.** Where, prior to cancellation by Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- B.** Applications for service may be cancelled prior to the start of service or prior to any special construction. No charges will be imposed except for those specified above.
- C.** The special charges described above will be calculated and applied on a case-by-case basis.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.11 Restoration of Service

When Customer's service has been disconnected in accordance with this tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.

2.12 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (i) to any subsidiary, parent Company affiliate of the Company; (ii) pursuant to any sale or transfer of substantially all the assets of the Company; or (iii) pursuant to any financing, merger or reorganization of the Company.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.13 Notices and Communications

- A.** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B.** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate an address on the bill for service to which the Customer shall mail payment for that bill.
- C.** All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall have been presumed to have been delivered to the party on the third business day following the deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D.** The Company or Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.14 Promotional Offers

The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made.

2.15 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. ICB rates will be offered to the Customers in writing and on a non-discriminatory basis.

2.16 Customer Service

Customer service personnel are available twenty-four (24) hours a day, seven days a week and may be reached toll-free.

2.17 Prorating

All services have a minimum period of one month and are billed one-month in advance. Monthly Recurring Charges are payable in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.

Services that are ordered prior to the beginning of a billing period will be prorated from the order date to the Customer's applicable billing period.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 3 – SERVICE DESCRIPTIONS

3.1 Local Service

3.1.1 General

- A.** The Company's local service enables the Customer to:
- (1)** receive calls from other stations on the public switched telephone network;
 - (2)** place calls to other stations on the public switched telephone network;
 - (3)** access the Company for service related assistance; access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
 - (4)** access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA and intraLATA calling, or Customer may access a provider on an *ad hoc* basis by dialing the provider's Carrier Identification Code (10XXX).
- B.** The local calling area will be the same as that used by the incumbent local exchange company, a description of which can be found in the telephone directory published by the incumbent local exchange company.
- C.** Service will be offered in the service areas in which the Company has been certified by the Nebraska Public Service Commission.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.2 Features

3.2.1 General

The following features will be available on all lines. Not all features are compatible with certain key sets and PBX systems.

A. Call Forward

This optional feature allows all calls directed to a telephone number to be routed to a user defined telephone number. The user is charged any applicable usage charges for the re-routed call. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

B. Call Forward Busy Line

This optional feature forwards calls to a busy station to a predetermined number. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number. The user is charged any applicable usage charges for the forwarded call.

C. Call Forward Don't Answer

This optional feature allows users to re-route a call to a predetermined station in the event that the call is not answered within a customer-specified number of rings. Users are charged for any applicable usage charges on the forwarded call.

D. Call Return

Allows a customer to automatically redial the telephone number of the last incoming call to that line, regardless of whether the call was answered, unanswered, or busy. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the recall by entering a code, or terminating the recall by hanging up. If the redialed number is busy, a distinctive ring alerts the customer when the number becomes available. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Blocking, the number cannot be redialed.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 General, (Cont'd.)

E. Call Trace

Call Tracing allows for the identification and recording of the telephone numbers of some or all of the incoming calls to the telephone line of a customer.

F. Call Transfer

Allows Customer to transfer an incoming call to a third party or to add a third party to an existing call, forming a three-party connection. The original party can then leave the call without disconnecting the other parties. Calls can be transferred to any number in the North American Dialing Plan (1-NPA-NXX-XXXX type numbers).

G. Call Waiting

Provides a tone to notify customer on an existing call that a second call is waiting.

H. Caller ID

Allows for the automatic delivery of a calling party's number to the called customer. The telephone number is displayed on customer-provided equipment.

I. Continuous Redial

Allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time.

J. Direct Connect Line

Allows a customer to automatically dial a pre-designated number whenever the originating telephone goes off-hook. This feature is assigned to a phone which is used only for this purpose.

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SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 General, (Cont'd.)

K. Hunting

This optional feature routes a call to an idle line in a prearranged group when the called telephone number is busy. Typically this feature is used with the customer's main telephone number and several subtending lines so that the customer can receive calls on several lines, although all calls are placed to the same number. Hunting will not work with Call Forward Busy and Don't Answer

L. Remote Call Forward

Allows the Customer to automatically forward calls from one telephone number to another. The Customer is charged any applicable usage charges on the forwarded call.

M. Third Number/Collect Blocking

Allows a Customer to block calls from being billed to individual stations, either on a third-number basis, or on a collect basis.

N. Three Way Calling

Allows a user to add a third party to an existing conversation without expensive conferencing equipment. This feature also allows a user to place a call on hold in order to make a consultation call on the same line. When the consultation call is completed the user hangs-up or depresses the flash key on the telephone and is reconnected to the original conversation.

O. Toll Blocking

Allows the user to restrict long distance outgoing calls on each line equipped.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.2 Terms and Conditions

- A.** Per call blocking and unblocking shall be offered at no charge. Per line blocking shall be offered at no charge for the first request of each Customer. Domestic violence programs and law enforcement agencies shall always be offered per line blocking at no charge.
- B.** The results of a call trace will be furnished only to law enforcement agencies or authorities upon proper request by them.
- C.** Disclosure of telephone number may occur when caller subscribes to Caller Identification or Automatic Call Back. Call blocking, on either a per call or per line basis, prevents the delivery of this information.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.3 Directory Listings

3.3.1 Description

Directory listings will be provided in accordance with Section 2.6 of this tariff. The following types of listings are available:

- A.** Primary Listing. A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- B.** Additional Listings. Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- C.** Non-Published Listings. Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Sections 2.2 and 2.6;
- D.** Non-Listed Numbers. Non-listed numbers are those which provide for the omission or deletion of the Customer's listing from the telephone directory. Such listings are available from directory assistance;
- E.** Foreign Listings. A foreign listing is one which is published in a directory not in the Customer's immediate calling area.
- F.** Extra Line Listings. Provides additional information after a main or additional listings.
- G.** Cross Reference Listing. This provides a reference to another listing in the same directory.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.4 Directory Assistance

3.4.1 Description

The Customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. A maximum of two number requests per call will be allowed.

3.4.2 Directory Assistance Credits

- A.** Credit will be given for calls to Directory Assistance as follows:
- 1.** The Customer experiences poor transmission or is cut-off during the call;
or
 - 2.** The Customer is given the incorrect telephone number.
- B.** To obtain credit, the Customer must contact their Customer Service representative.

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3.5 Operator Services

3.5.1 General

The Customer has the option of contacting the incumbent local exchange company operator for general information, such as dialing instructions, country or city codes, area code information and Customer Service 800 numbers. The Customer may obtain the assistance of an incumbent local exchange operator to complete local exchange telephone calls in the following manner:

- A.** Third Party Billing. Provides the Customer with the ability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B.** Collect Calls. Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C.** Person to Person. Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- D.** Station to Station. Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- E.** Busy Line Verification. Provides the customer with the verification that a line is busy and not otherwise disrupted.
- F.** Busy Line Interrupt. Provides the customer with the option of interrupting a line that has been verified to be busy.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.6 Presubscription

A Customer may presubscribe to the intraLATA and/or interLATA carrier of their choice for long distance calling.

3.7 Service Restoration Charge

When service has been discontinued in accordance with the provisions of this tariff, and Customer wishes to restore service, a Service Restoration Charge will apply.

3.8 Vanity Number

When a customer requests a specific number (e.g. 555-TOYS), and the number is available, a charge will apply when the Company provides the service of retrieving and providing said number.

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3.9 Private Branch Exchange (PBX) Service

3.9.1 Description

The Company's PBX Service uses PBX Trunks to connect to a customer PBX system or other similar equipment. This service provides customers with unrestricted local calling and carrier access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks.

3.9.2 Rearrangement of PBX Service

A nonrecurring per account charge will apply to effect changes to a PBX trunking arrangement. Such changes may include, but are not limited to, trunk hunting sequence, a change in signaling arrangement, etc. These Rates can be found in Sections 4 herein.

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3.10 Direct Inward Dial (DID) Service¹

3.10.1 DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX trunks. DID Service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID central Office termination and DID number blocks apply in addition to charges specified for PBX Trunks. One additional termination charge applies for each DID-equipped PBX Trunk. Telephone numbers are furnished in blocks of 20. Blocks of number groups will be determined at the sole discretion of the Company's resources. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of numbers. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

1 Where all numbers in a group have not been connected for service, the Customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. The Company will not terminate these numbers to an intercept message on the Customer's behalf.

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3.11 Moves, Adds and Changes

- 3.11.1** Nonrecurring Installation Charges as described in Sections 5 & 6 of this tariff will be applied per line when a Customer moves to a new address within the same local exchange.
- 3.11.2** Nonrecurring charges as described in Sections 5 & 6 of this tariff will be applied per line when a Customer requests any changes or additions to an existing account.

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SECTION 3 – SERVICE DESCRIPTIONS, (CONT'D.)

3.12 Measurement of Service

3.12.1 When charges for calls are mileage sensitive, airline mileage is computed as described below. Calls are measured and rounded to the higher full minute from the serving wire center of the Customer's originating location to the serving wire center of the destination of the call, regardless of Company routing. The distance between the serving wire center origination point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by TelCordia and NECA Tariff FCC No. 4 in the following manner:

- Step 1 Obtain the "V" and "H" coordinates for the originating and terminating wire centers.
- Step 2 Obtain the difference between the "V" coordinates of each of the serving wire centers. Obtain the difference between the "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the squares obtained in Step 4 by ten (10). Round to the next higher whole number, if any fraction results.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number, if any fraction is obtained. This is the airline mileage of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION 4 - UNE ZONES

4.1 Exchange Service Areas

Local Exchange Services are provided, subject to availability of facilities and equipment, in areas currently served by the following incumbent LECs:

(a) US West Communications

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Ainsworth	3	Long Pine, Johnstown
Alliance	3	Hemingford
Atkinson	3	O'Neill, Stuart
Atlanta	3	Holdrege
Axtell	3	Minden, Funk
Bennington	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Carter Lake, IA., Elkhorn, Gretna, Springfield, Valley, Waterloo), Yutan
Big Springs	3	Brule, Ogallala
Bridgeport	3	N/A
Broken Bow	3	N/A
Cairo	3	Grand Island, Wood River
Central City	2	Archer, Hordville
Chadron	2	Crawford, Whitney
Clarkson	3	N/A
Crawford	3	Chadron, Harrison, Whitney
Creston	3	Humphrey
Dakota City	1	Homer, South Sioux City, Sioux City, IA
Elkhorn	1	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Gretna, Springfield, Valley, Waterloo), Yutan
Elm Creek	3	Overton, Kearney
Elwood	3	Lexington
Emerson	3	N/A
Farwell	3	Dannebrog, Elba, St. Paul

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SECTION 4 - UNE ZONES, (CONT'D.)

4.1 Exchange Service Areas, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Fremont	1	Arlington, Blair, Ft. Calhoun, Kennard, Omaha (including Bennington, Carter)
Lake, IA, Elkhorn, Gretna, Springfield, Valley, Waterloo), Yutan		
Fullerton	3	Belgrade
Gothenburg	3	N/A
Grand Island	1	Cairo, St. Libory, Wood River, Chapman, Doniphan, Phillips
Gretna	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Murray, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Springfield, Valley, Waterloo), Plattsmouth, Yutan
Hamburg, IA		Border exchange - exception rate entitles access to Hamburg and Riverton, IA exchanges
Harrison	3	Crawford, Whitney
Holdrege	2	Atlanta, Funk, Loomis, Betrand
Homer	3	Dakota City, South Sioux City
Howells	3	N/A
Humphrey	3	Creston, Lindsay
Laural	3	N/A
Lexington	2	Elwood, Overton
Loup City	3	Ashton
Lyons	3	Decatur, Oakland, Tekamah
McCook	2	Culbertson
Minden	2	Axtell, Norman, Heartwell
Missouri Valley, IA		Border exchange - exception rate entitles access to Missouri Valley, IA exchanges
Norfolk	1	Battle Creek, Madison
North Platte	1	N/A
Oakland	3	Lyons, Tekamah, West Point
Ogallala	2	Brule, Big Springs
Omaha	1	Arlington, Bennington, Blair, Carter Lake, IA, Council Bluffs, IA, (including - Carson, IA, Crescent, IA, Underwood, IA), Elkhorn, Ft. Calhoun, Fremont, Glenwood, IA, Gretna, Kennard, Louisville, Macedonia, IA, Minden, IA, Mineola, IA, Missouri Valley, IA, Murray, Neola, IA, Oakland, IA,

Plattsmouth, Silver City, IA, Springfield, Tabor, IA, Treynor,
IA, Yutan, Valley, Waterloo

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SECTION 4 - UNE ZONES, (CONT'D.)

4.1 Exchange Service Areas, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Omaha	1	Arlington, Bennington, Blair, Carter Lake, IA, Council Bluffs, IA, (including - Carson, IA, Crescent, IA, Underwood, IA), Elkhorn, Ft. Calhoun, Fremont, Glenwood, IA, Gretna, Kennard, Louisville, Macedonia, IA, Minden, IA, Mineola, IA, Missouri Valley, IA, Murray, Neola, IA, Oakland, IA, Plattsmouth, Silver City, IA, Springfield, Tabor, IA, Treynor, IA, Yutan, Valley, Waterloo
O'Neill	3	Atkinson, Bristow, Butte, Chambers, Inman, Page, Spencer, Stuart
Oxford	1	Edison
Pender	3	N/A
Pilger	1	N/A
Randolph	1	N/A
St. Libory	1	Grand Island, St. Paul
St. Paul	2	Boelus, Cotesfield, Dannebrogk, Elba, Farwell, St. Libory
Schuyler	2	N/A
Sidney	2	N/A
Silver Creek	3	N/A
So. Sioux City	1	Dakota City, Homer, Sioux City, IA
Springfield	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Murray, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Valley, Waterloo), Plattsmouth, Yutan
Tekamah	2	Decatur, Lyons, Oakland
Valentine	3	Crookston, Cody, Kilgore, Wood Lake
Valley	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Springfield, Waterloo), Yutan
Wakefield	3	N/A
Waterloo	1	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Springfield, Valley), Yutan
Wayne	1	N/A
West Point	2	N/A
Whitney	3	Chadron, Crawford, Harrison
Wood River	3	Cairo, Grand Island
Yankton, SD		Border exchange - exception rate entitles access to Yankton, Irene and Wakonda exchanges

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 5 - PRICE LIST – BUSINESS SERVICES

5.1 Business Service Monthly Recurring Charge

<u>Business Line Plan</u>	<u>Local Only</u>	<u>plus Long Distance¹</u>
Rate Group 1	\$49.32	\$41.89
Rate Group 2	\$50.39	\$43.39
Rate Group 3	\$57.39	\$50.39
<u>Analog PBX Trunk</u>	<u>Local Only</u>	<u>plus Long Distance¹</u>
Rate Group 1	\$62.14	\$55.14
Rate Group 2	\$65.14	\$58.14
Rate Group 3	\$77.14	\$70.14

5.2 Initial Service Conversion Charge

\$5.00 per line or trunk converted, nonrecurring

5.3 Installation Charge

\$54.00 per line or trunk installed, nonrecurring

¹ When a Customer chooses to use the Company's Long Distance in addition to its local service, the Customer receives a \$7.00 subsidy on local service.

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SECTION 5 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)

5.4 Features – Business Line

	Nonrecurring <u>Charge</u>	Monthly <u>Recurring Charge</u>	Per Usage <u>Charge</u>
Call Return	N/A	N/A	\$.75
Continuous Redial	N/A	N/A	\$.75
Call Trace	N/A	N/A	\$8.00
Caller ID	\$25.00	\$8.00	N/A
Call Forward	\$25.00	\$6.15	N/A
Call Forward Busy Line	\$25.00	\$2.85	N/A
Call Forward Don't Answer	\$25.00	\$2.85	N/A
Call Forward Busy Line/Don't Answer	\$25.00	\$3.75	N/A
Call Waiting	\$25.00	\$5.20	N/A
Hunting			
Rate Groups 1,2	\$14.25	\$4.65	N/A
Rate Group 3	\$14.25	\$5.65	N/A
Three Way Calling	\$25.00	\$3.75	N/A
Toll Blocking	\$11.00	\$16.75	N/A

5.5 Features – Analog PBX Trunks

	Nonrecurring <u>Charge</u>	Monthly <u>Recurring Charge</u>	Per Usage <u>Charge</u>
Call Return	N/A	N/A	\$.75
Call Trace	N/A	N/A	\$8.00
Continuous Redial	N/A	N/A	\$.75
Hunting, per Trunk Equipped	\$11.50	N/C	N/A
Caller ID (Name and Number)	\$25.00	\$9.00	N/A
Caller ID Blocking Per Trunk	N/C	N/C	N/A
Change Call Blocking	\$11.50	N/C	N/A
Change Class Blocking	N/C	N/C	N/A
Toll Restrict Blocking	\$14.25	\$16.75	N/A
Third # and Collect Blocking	N/C	N/C	N/A
Call Forward Variable	\$25.00	\$6.15	N/A
Touch Tone per Trunk Equipped	N/C	\$4.00	N/A
Ground Start	\$11.50	N/C	N/A

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5.6 DID Number Service

Description	Nonrecurring <u>Charge</u>	Monthly Recurring <u>Charge</u>
DID Central Office Termination	\$88.00	\$31.00
DID Number Group (per 20)	\$140.00	\$5.75
DID Number Group (per 20 add'l)	\$50.00	\$5.75
DID Number Group (per 100)	\$200.00	\$19.50
DID Number Group (per 100 add'l)	\$110.00	\$19.50

5.7 Directory Listings

Description	Nonrecurring <u>Charge</u>	Monthly Recurring <u>Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.65	\$18.00
Cross Reference Listing	\$1.65	\$18.00
Extra Line Listing	\$1.65	\$18.00
Foreign Listing	\$1.65	\$18.00
Non-Published Listing	\$3.35	\$18.00
Non-Listed Number	\$2.35	\$18.00

5.8 Local Directory Assistance

\$0.35 per call

5.9 Directory Assistance Call Completion

\$0.30 per call³

3 Provided where facilities permit.

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SECTION 5 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)

5.10 Operator Services

	<u>Surcharge</u>	<u>Per minute charge</u>
Third Party Billing	\$2.75	\$0.1700
Collect	\$2.75	\$0.1700
Person to Person	\$3.25	\$0.1700
Busy Line Verification	\$2.00	N/A
Busy Line Verification - Third Party Billed	\$2.00	N/A
Busy Line Verification w/Interrupt	\$2.50	N/A

5.11 Presubscription

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$10.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

5.12 Moves, Adds and Changes

Nonrecurring charges as shown in this Section 4 - Price List, will be applied when Customer requests moves, adds and/or changes to existing service arrangements.

5.13 Service Restoration Charge

\$15.00 per occurrence

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5.14 Service Change Charge

\$32.00 per occurrence

5.15 Intercept Service

When a switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for ninety (90) days, an announcement that the service associated with the number dialed has been disconnected. There is no charge for this service.

5.16 Time and Material Charges

\$27.65 first 15 minutes
\$13.80 each add'l 15 minutes

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SECTION 6 - PRICE LIST – LOCAL DIGITAL SERVICE

6.1 Local Digital Service Monthly Recurring Charge

ISDN-PRI – Per D Channel \$100.00

6.2 Local Digital Service Nonrecurring Charge

ISDN-PRI – Per D Channel \$2500.00

6.3 Optional Features

The optional features, hunting and vanity numbers, are provided at no additional charge to subscribers of Local Digital Service.

6.4 Presubscription

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$10.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

6.5 Miscellaneous Charges

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Foreign Exchange Service (Per T)	\$100.00	\$0.00
Service Change Charge	\$0.00	\$15.00

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SECTION 6 - PRICE LIST – LOCAL DIGITAL SERVICE, (CONT'D.)

6.6 Directory Listings

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Additional Listing	\$1.65	\$18.00
Extra Line Listing	\$1.65	\$18.00
Foreign Listing	\$1.65	\$18.00
Cross Reference Listing	\$1.65	\$18.00
Non-Listed Number	\$2.35	\$18.00
Non-Published Number	\$3.35	\$18.00

6.7 Operator Services

	<u>Charge</u>	<u>Per Minute</u>
Third Party Billing	\$2.75	\$0.17
Collect	\$2.75	\$0.17
Person to Person	\$3.25	\$0.17
Busy Line Verification	\$2.00	N/A
Busy Line Verification- 3 rd Party Billed	\$2.00	N/A
Busy Line Verification w/ Interrupt	\$2.50	N/A

6.8 Local Directory Assistance

\$0.30 per call

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6.9 Directory Assistance Local Call Completion

\$0.35 per call⁴

6.10 Time and Material Charges

Customer shall be responsible for payment of costs associated with installation of new local digital services or other time and material charges imposed on the Company by a Local Exchange Carrier as a prerequisite for installing or maintaining the Customers service, and not already recovered via the Company's existing recurring or nonrecurring charges as outlined herein. The customer will be advised of said charge prior to completion of service and will be given the option to contract an independent technician to complete the work. Hourly Rates are as follows:

	<u>Per Visit</u>
Trouble Isolation	\$75.00
Flat Inside Wire Maintenance	\$100.00
Flat Jack Installation - First Jack	\$75.00
Additional Wired	\$25.00
Additional Unwired	\$75.00

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SECTION 7 - TRINSIC SERVICES

7.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following incumbent LECs:

- (a) US West Communications

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.1 Exchange Service Areas, (Cont'd.)

7.1.1 Exchange and UNE Zone Listings

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Ainsworth	3	Long Pine, Johnstown
Alliance	3	Hemingford
Atkinson	3	O'Neill, Stuart
Atlanta	3	Holdrege
Axtell	3	Minden, Funk
Bennington	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Carter Lake, IA., Elkhorn, Gretna, Springfield, Valley, Waterloo), Yutan
Big Springs	3	Brule, Ogallala
Bridgeport	3	N/A
Broken Bow	3	N/A
Cairo	3	Grand Island, Wood River
Central City	2	Archer, Hordville
Chadron	2	Crawford, Whitney
Clarkson	3	N/A
Crawford	3	Chadron, Harrison, Whitney
Creston	3	Humphrey
Dakota City	1	Homer, South Sioux City, Sioux City, IA
Elkhorn	1	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Gretna, Springfield, Valley, Waterloo), Yutan
Elm Creek	3	Overton, Kearney
Elwood	3	Lexington
Emerson	3	N/A

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.1 Exchange Service Areas, (Cont'd.)

7.1.1 Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Farwell	3	Dannebrog, Elba, St. Paul
Fremont	1	Arlington, Blair, Ft. Calhoun, Kennard, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Springfield, Valley, Waterloo), Yutan
Fullerton	3	Belgrade
Gothenburg	3	N/A
Grand Island	1	Cairo, St. Libory, Wood River, Chapman, Doniphan, Phillips
Gretna	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Murray, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Springfield, Valley, Waterloo), Plattsmouth, Yutan
Hamburg, IA		Border exchange - exception rate entitles access to Hamburg and Riverton, IA exchanges
Harrison	3	Crawford, Whitney
Holdrege	2	Atlanta, Funk, Loomis, Bertrand
Homer	3	Dakota City, South Sioux City
Howells	3	N/A
Humphrey	3	Creston, Lindsay
Laural	3	N/A
Lexington	2	Elwood, Overton
Loup City	3	Ashton
Lyons	3	Decatur, Oakland, Tekamah
McCook	2	Culbertson
Minden	2	Axtell, Norman, Heartwell
Missouri Valley, IA		Border exchange - exception rate entitles access to Missouri Valley, IA exchanges
Norfolk	1	Battle Creek, Madison
North Platte	1	N/A
Oakland	3	Lyons, Tekamah, West Point
Ogallala	2	Brule, Big Springs

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.1 Exchange Service Areas, (Cont'd.)

7.1.1 Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Omaha	1	Arlington, Bennington, Blair, Carter Lake, IA, Council Bluffs, IA, (including - Carson, IA, Crescent, IA, Underwood, IA), Elkhorn, Ft. Calhoun, Fremont, Glenwood, IA, Gretna, Kennard, Louisville, Macedonia, IA, Minden, IA, Mineola, IA, Missouri Valley, IA, Murray, Neola, IA, Oakland, IA, Plattsmouth, Silver City, IA, Springfield, Tabor, IA, Treynor, IA, Yutan, Valley, Waterloo
O'Neill	3	Atkinson, Bristow, Butte, Chambers, Inman, Page, Spencer, Stuart
Oxford	1	Edison
Pender	3	N/A
Pilger	1	N/A
Randolph	1	N/A
St. Libory	1	Grand Island, St. Paul
St. Paul	2	Boelus, Cotesfield, Dannebrogk, Elba, Farwell, St. Libory
Schuyler	2	N/A
Sidney	2	N/A
Silver Creek	3	N/A
So. Sioux City	1	Dakota City, Homer, Sioux City, IA
Springfield	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Murray, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Valley, Waterloo), Plattsmouth, Yutan
Tekamah	2	Decatur, Lyons, Oakland
Valentine	3	Crookston, Cody, Kilgore, Wood Lake
Valley	2	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Springfield, Waterloo), Yutan
Wakefield	3	N/A
Waterloo	1	Arlington, Blair, Ft. Calhoun, Fremont, Kennard, Louisville, Omaha (including Bennington, Carter Lake, IA, Elkhorn, Gretna, Springfield, Valley), Yutan
Wayne	1	N/A
West Point	2	N/A
Whitney	3	Chadron, Crawford, Harrison
Wood River	3	Cairo, Grand Island
Yankton, SD		Border exchange - exception rate entitles access to Yankton, Irene and Wakonda exchanges

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates

7.2.1 Call Timing for Usage Sensitive Services

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A.** Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B.** Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- C.** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.2 Trinsic Referral Program

Any existing Trinsic Customer who refers a potential customer to the Trinsic services listed below will receive a one-time credit should the referred customer subscribe to and remain a Trinsic customer for at least 30 days. The referred customer must provide the name of the existing Trinsic Customer who made the referral upon ordering the new Trinsic service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

Referral Credit	\$20.00
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.3 Network Exchange Bundled Service

A. General

Trinsic offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access ¹ may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

1. Primary Line

The initial residential local exchange access line per account.

2. Secondary Line

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any custom calling features. Feature packages may be purchased separately.

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

¹ Voice mail and Internet access are not regulated by the Commission.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.3 Network Exchange Bundled Service, (Cont'd.)

A. General, (Cont'd.)

Network Exchange Bundled Service may include the calling features listed below:

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Trinsic adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.3 Network Exchange Bundled Service, (Cont'd.)

A. General, (Cont'd.)

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.3 Network Exchange Bundled Service, (Cont'd.)

A. General, (Cont'd.)

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.3 Network Exchange Bundled Service, (Cont'd.)

A. General, (Cont'd.)

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number, will be substituted.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.4 Trinsic Standard Service ¹ **

Package Price for Standard Service

Monthly Rate	
Primary Line	\$65.62
Secondary Line	\$42.63
Service Connection Fee, one-time charge per line #:	
Primary Line	\$69.99
Secondary Line	\$55.00

¹ This service was previously known as Nebraska Home Edition - Standard Service.

** This option grandfathered effective September 30, 2002 and is available to existing customers only.

Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.4 Trinsic Standard Service¹ **, (Cont'd.)

Trinsic Standard Service includes the following:

- A.** A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic Travel Card in the Company's Nebraska Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

<u>Toll calls within 100 minute allowance</u>	<u>Per minute rate</u>
Direct Dial Access	\$0.00
<u>Toll calls above 100 minute allowance</u>	<u>Per minute rate</u>
Direct Dial Access	\$0.14

- B.** Local line and unlimited local calling
- C.** Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

- D.** [Reserved for Future Use]

- E.** Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

** This option grandfathered effective September 30, 2002 and is available to existing customers only.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service

A. [Reserved for Future Use]

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

B. Trinsic Unlimited Service ¹

Package Price for Trinsic Unlimited

Primary Line, per month	
UNE Zones 1, 2:	\$91.52
UNE Zone 3:	\$112.22
Secondary Line, per month	
UNE Zones 1, 2:	\$55.31
UNE Zone 3:	\$76.01
Service Connection Fee, one-time charge, per line [#]	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the trinsic.com web site.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

B. Trinsic Unlimited Service ¹, (Cont'd.)

1. Trinsic Unlimited includes the following:

- a.** Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in the Company's Nebraska Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited Service.
- b.** Local line and unlimited local calling
- c.** Primary Line Custom Calling Features Package: Call Forwarding Variable, Caller ID with Name, Call Waiting with Caller ID with Name, Call Trace, Three-Way Calling and Speed Calling included at no charge.
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
- d.** [Reserved for Future Use]

2. Calling Features

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

¹ This service was previously known as TrinsicHome Unlimited Service.
Service Connection fee waived for those customers who meet the Company's enrollment criteria

and who retain their existing telephone number when switching their service to Trinsic.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

1. Local Exchange Service

a. Local Access Line

Local Business Line	
Monthly Rate	\$38.13
Service Connection Fee, one-time charge per line ¹	
Per Line	\$49.99

¹ Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

2. Toll Service

- a.** Long Distance Service - Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

- b.** Long Distance Calling Packs - Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

LD Minutes	LD Minutes Pack	
	Monthly Rate	Intrastate Overage
1,000 Long Distance Minutes Pack	\$59.00	\$0.079
5,000 Long Distance Minutes Pack	\$245.00	\$0.069

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

3. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. TrinsicBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.069
	<u>Monthly Recurring Charge</u>
Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$9.99

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

4. Business Network Rate Service

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

5. Calling Features

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

5. Calling Features, (Cont'd.)

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

5. Calling Features, (Cont'd.)

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Rates

Monthly Rates, per Feature:	\$3.00
Monthly Rate, Feature Pack,(3 or more features):	\$9.00

6. Guarantee Incentive Program

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

C. TrinsicBusiness A La Carte Service **, (Cont'd.)

7. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

a. Usage Charges

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service.

b. Monthly Recurring Charge

Per line: \$15.00

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

D. Trinsic Spectrum Unlimited²

Trinsic Spectrum Unlimited is targeted primarily at business customers as a bundled service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features: Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding, as well as one voice mail box¹. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. Trinsic Spectrum Unlimited is available on up to a maximum of twelve (12) lines per location. Trinsic Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

1. Outbound Service

Primary Line, per month	\$66.13
Additional Lines, per month:	\$56.13
New Service Connection Fee, one-time charge, per line	
#	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

2. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate:	\$4.95
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Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

¹ Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately for a monthly fee per mail box.

² This service formerly known as TrinsicBUSINESS Simplicity Service.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

D. Trinsic Spectrum Unlimited², (Cont'd.)

3. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Trinsic Spectrum Unlimited Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Spectrum Unlimited Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.049
Monthly Recurring Charge, Per toll free access line:	\$3.00
Toll Free Service Installation: *	\$20.00
Vanity Toll Free Number Search:	\$9.99

4. Travel Card Service

Trinsic Spectrum Unlimited Travel Card Service is available to Trinsic Spectrum Unlimited Customers for calls made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.049
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* The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

¹ This service formerly known as TrinsicBUSINESS Simplicity Service.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.5 Network Exchange Bundled Service, (Cont'd.)

E. ISP Service Plan

ISP Service Plan is offered to Customers who subscribe to Trinsic Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Trinsic Unlimited will not apply to those 3000 minutes per month. All other Trinsic Unlimited Service rates and restrictions apply.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service,²**

Trinsic Spectrum Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

A. Local Exchange Service

1. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Monthly Rate:	\$32.14 (I)
Service Connection Fee, one-time charge per line ¹	
Per Line:	\$49.99

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Trinsic in this state or nationwide, receive a percentage discount on Spectrum Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

<u>Lines</u>	<u>Term</u>	
	<u>1 Year</u>	<u>2 Year</u>
200	5%	5%
1000	10%	15%
2000	15%	16%

¹ Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

² This service formerly known as Trinsic Business Plus Service.

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service, (Cont'd.) **²

Trinsic Spectrum Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

A. Local Exchange Service, (Cont'd.)

2. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.2.6.F.

Monthly Recurring Charge Per Feature:	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00

¹ Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

² This service formerly known as Trinsic Business Plus Service.

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service, ** (Cont'd.)

B. Trinsic Spectrum Plus Toll Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Nebraska Tariff No. 5.

C. Trinsic Spectrum Plus Toll Free Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Nebraska Tariff No. 5.

D. Travel Card Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Nebraska Tariff No. 5.

E. Business Network Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Nebraska Tariff No. 5.

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

¹ This service formerly known as Trinsic Business Plus Service.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service, ** (Cont'd.)

F. Calling Features

Customers subscribing to Trinsic Spectrum Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

¹ This service formerly known as Trinsic Business Plus Service.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service, ** (Cont'd.)

F. Calling Features, (Cont'd.)

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

¹ This service formerly known as Trinsic Business Plus Service.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.6 Trinsic Spectrum Plus Service, ** (Cont'd.)

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

1. Usage Charges

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 7.2.6 of this tariff).

2. Monthly Recurring Charge

Per line: \$15.00

** This service is grandfathered and available to existing Customers only effective March 24, 2005.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.7 Affinity Pricing Plan - Trinsic Discount Program

The Trinsic Affinity Pricing Plan - Trinsic Discount Program offers discounts on specific Trinsic services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Trinsic Unlimited, Trinsic Value with PVA, Trinsic Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.8 Trinsic Spectrum Local Plus PPS

Trinsic Spectrum Local Plus PPS is a local exchange service for small business Customers consisting of a local exchange line with unlimited local calling for a monthly recurring charge. Calling features are offered as a Feature Pack or on an individual basis for an additional monthly recurring charge. Intrastate and interstate toll, toll-free and travel card services are available on a usage basis.

A. Local Exchange Service

1. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	Monthly Rate:
UNE Zone 1:	\$29.14
UNE Zone 2:	N/A
UNE Zone 3:	N/A
Service Connection Fee, one-time charge per line ¹ Per Line:	\$49.99

2. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.6.6 of this tariff.

Monthly Recurring Charge Per Feature:	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00

¹ Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.8 Trinsic Spectrum Local Plus PPS, (Cont'd.)

B. Trinsic Spectrum Local Plus PPS Toll Service

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Nebraska Tariff No. 5.

C. Trinsic Spectrum Local Plus PPS Toll Free Service

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Nebraska Tariff No. 5.

D. Trinsic Spectrum Local Plus PPS Travel Card Service

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Nebraska Tariff No. 5.

E. Business Network Service

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Nebraska Tariff No. 5.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.8 Trinsic Spectrum Local Plus PPS, (Cont'd.)

F. Calling Features

Customers subscribing to Trinsic Spectrum Local Plus PPS may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

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7.2 Basic Services and Rates, (Cont'd.)

7.2.8 Trinsic Spectrum Local Plus PPS, (Cont'd.)

F. Calling Features, (Cont'd.)

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

G. Remote Call Forwarding (RCF) Service

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

Monthly Rate, per line:

\$15.00

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.2 Basic Services and Rates, (Cont'd.)

7.2.9 Stand-Alone Local Exchange Service

Stand-Alone Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Stand-Alone Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Stand-Alone Local Exchange Service are billed monthly in advance. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

A. Stand-Alone Service includes the following:

1. Local exchange access line and unlimited local exchange calling.

a. Rates

Stand Alone Local Exchange Service Per line, per month:	\$35.62
Service Connection Charges One-time charge, per line:	\$69.99

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.3 Miscellaneous Services

7.3.1 Service Order and Change Charges

Nonrecurring charges apply to processing Service Orders for new service and for changes in service.

A. Service Order Charges

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.1 Service Order and Change Charges, (Cont'd.)

A. Service Order Charges

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

Set-Up Fee – This fee is charged per Residential local exchange access line when a Customer moves existing service from their current local carrier to Trinsic and retains their existing telephone number. This charge does not apply to new Customers who require new telephone numbers and installation of new service as such Customers are charged the Company's Service Connection Fee.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.3 Miscellaneous Services, (Cont'd.)

7.3.1 Service Order and Change Charges, (Cont'd.)

B. Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Change Charge - applies when a residential Customer requests/orders a change in service from Trinsic Basic Service to Trinsic Standard Service or from Trinsic Standard Service to Trinsic Basic Service.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.1 Service Order and Change Charges, (Cont'd.)

C. Record Change Charges

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

D. Miscellaneous Charges

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.1 Service Order and Change Charges, (Cont'd.)

E. Rates

	<u>Residence</u>	<u>Business</u>
Service Order Charges		
Primary Service Connection Charge	*	*
Secondary Service Connection Charge	*	*
Transfer of Service Charge, Primary Line	\$89.99	\$49.99
Transfer of Service Charge, Secondary Line	\$75.00	\$49.99
Technician Dispatch Charge	\$69.99	\$200.00
Service Order Charge	N/A	\$ 9.99
Toll Free Directory Listing	N/A	\$10.00
Missed Appointment Charge	N/A	\$100.00
Set-up Fee	\$4.95	N/A
Change Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

* Service Connection charges are listed with the rates for each specific service tariffed.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.2 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<u>Residence</u>	<u>Business</u>
Per occasion, per line	\$35.00	\$49.99

7.3.3 Temporary Suspension/Restoration of Service

Upon the request of the customer, service may be temporarily suspended. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension.

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line suspended	\$15.00	\$25.00
Recurring charge, per line suspended	50% of regular service rates	
Nonrecurring charge, per line restored	\$15.00	\$25.00

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.3 Miscellaneous Services, (Cont'd.)

7.3.4 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

	<u>Residential</u>	<u>Business</u>
Rate Per Call	\$0.60	\$0.30

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7.3 Miscellaneous Services, (Cont'd.)

7.3.5 Optional Calling Features

The features in this section are made available to Residential and Business Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

A. Feature Descriptions

Return Call: Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

Call Trace: Call Trace allows for the identification and recording of the telephone numbers of some or all of the incoming calls to the telephone line of a Customer. Call Trace will be provided when requested by both a Customer and an investigative or law enforcement officer and the Customer has provided consent. Written consent may be required. In emergencies, Call Trace will be provided upon receiving oral consent from the Customer. The Customer will be requested to provide written consent promptly and advised to seek the assistance of an investigative or law enforcement officer. Information regarding the originating telephone numbers will be disclosed only to investigative or law enforcement officers, not to Customers receiving call tracing services. The Company will work with investigative or law enforcement officers to determine how long call tracing services should be provided. The Company may provide Customer-originated call tracing service (CLASS Call Trace) as an alternative to Call Trace in response to a Call Trace request from a Customer who is located in an exchange where CLASS Call Trace is available and where CLASS Call Trace will function as accurately as Call Trace.

Repeat Dialing: Permits the Customer to redial automatically the last number dialed.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.5 Optional Calling Features, (Cont'd.)

A. Feature Descriptions, (Cont'd.)

Caller Identification Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls.

Per Call Blocking: To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Per Line Blocking: When blocking is established on the line, it can be deactivated by dialing a code before each call. This one call unblock allows the name and/or number to be sent for that one call only. Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. After the first time, customers requesting per line blocking will pay a nonrecurring charge for each line equipped with per line blocking. Per line blocking will be provided free to law enforcement and domestic violence agencies and individual victims of domestic violence upon request.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Trinsic services.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a

distinctive ring tone. This feature may not be available with all Trinsic services.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.5 Optional Calling Features, (Cont'd.)

B. Rates

<u>Feature</u>	Residential		Business	
	<u>Per Use</u>	<u>Monthly Maximum</u>	<u>Per Use</u>	<u>Monthly Maximum</u>
Call Tracing - per use	\$1.00	N/A	\$1.00	N/A
Repeat Call, (*66) - per use	\$0.75	\$6.00	\$0.75	\$6.00
Return Call, (*69) - per use	\$0.75	\$6.00	\$0.75	\$6.00
Three-Way Calling	\$0.75	\$6.00	\$0.75	\$6.00
Caller Identification Blocking, per call	No charge	n/a	No charge	n/a
Caller Identification Blocking, per line	<u>Nonrecurring</u>		<u>Nonrecurring</u>	
First Time request	No Charge		No Charge	
Subsequent request	No Charge		No Charge	
	<u>Per Month</u>		<u>Per Month</u>	
Call Blocking	\$3.00		\$3.00	
VIP Alert	\$3.00		\$3.00	

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7.3 Miscellaneous Services, (Cont'd.)

7.3.6 Directory Assistance Services

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. There are no call allowances for Directory Assistance.

A. Basic Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

A maximum of two (2) requested telephone numbers are allowed per call.

Charges will not apply for calls placed from hospital services or calls placed from telephones where the Customer or, in the case of residence service, a member of the Customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.6 Directory Assistance Services, (Cont'd.)

B. Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides Customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The requested number can be dialed automatically by the Operator Services System upon selection by the Customer of a mechanized prompt.

No alternative billing is provided by the Directory Assistance Operator, however, alternative billing of can be provided by dialing "0" and requesting such billing through the "0" Operator at the rates specified in Section 7.3.7 of this tariff.

Service is available only where the facilities and service used by the Customer can support all billing requirements.

There are no call allowances or exemptions for DACC.

DACC charges are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in this tariff.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.6 Directory Assistance Services, (Cont'd.)

C. National Directory Assistance Service

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two(2) requested telephone numbers are allowed per call.

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in 7.3.7, apply as appropriate.

D. PVA Directory Assistance

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Trinsic local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for PVA Directory Assistance.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.6 Directory Assistance Services, (Cont'd.)

E. Rates

	Residential	Business
<u>Basic Directory Assistance</u>		<u>Per query</u>
Local Directory Assistance		
Direct dialed	\$1.25	\$1.25
Operator dialed	\$4.90	\$4.90
Directory Assistance Call Completion		
Per completed call	\$0.30	\$0.30
National Directory Assistance	\$1.25	\$1.25
PVA - Directory Assistance	\$1.06	\$1.06

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7.3 Miscellaneous Services, (Cont'd.)

7.3.7 Local, IntraLATA and InterLATA Operator Service

Calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

A. Local, IntraLATA and InterLATA Usage Rates

Usage Charges for Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer (See Section 7.2).

B. Local, IntraLATA and InterLATA Per Call Service Charges

Per call charge

Customer Dialed Calling/Credit Card

Fully Automated \$4.95

Partially Assisted \$5.50

Operator Dialed Calling/Credit Card \$5.50

Operator Station, Billed Collect, Third Party, or to Line

Partially Assisted \$3.75

Fully Assisted \$5.50

Person-to-Person, All Billing Methods

Partially Assisted \$8.24

Fully Assisted \$9.99

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7.3 Miscellaneous Services, (Cont'd.)

7.3.8 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

A. Rates

	<u>Per call</u>
Busy Line Verification, per request	\$2.25
Emergency Interruption, per request	\$3.00

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service

A. General

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

B. Listings

1. Primary Listing

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

2. Additional Listings

Additional listings may be the listings of individual names of those entitle to use the customer's service or, for business, Departments, Divisions, Trade names, etc.

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc.

take the same business or residence classification as the service with which such listings are furnished.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

3. Nonpublished Service

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

4. Nonlisted Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

5. Foreign Listings

Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.

6. Alternate Call Listings

Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

7. Cross Reference Listings

A Cross Reference listing is a listing of the name generally known to the public with an appropriate cross reference referring the calling party to the customer's correct name. The customer's telephone number may be included in the cross reference listing.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

8. Toll-Free Directory Listings

Where available, a listing which references the Toll Free Number for a Business customer will be made available. A one-time charge per toll-free number applies to set up this listing.

9. Straight Line Under Directory Listing

A business listing where one or more listings are indented under an original listing of the same customer without repetition of the name.

10. Caption and Sub caption Directory Listings

Two or more business listings may be placed under a caption consisting of the name of the customer or of any of the parties which the customer is entitled to list together with a designation or title where the name is not indicative of the business or profession. One or more sub captions may be furnished under a caption, each sub caption consisting of a directive heading which serves to identify two or more listings placed thereunder, where this grouping is necessary for the proper routing of calls.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.9 Directory Listing Service, (Cont'd.)

C. Rates

	<u>Monthly Recurring Charge</u>
<u>Business</u>	
Additional Listing	\$6.00
Non-Directory Listed Service	\$6.00
Non-Published Service	\$6.00
Foreign Listing	\$2.00
Cross Reference Listing	\$2.00
Alternate Listing	\$2.00
Toll-Free Directory Listings	\$15.00
Straight Line Under Listings	\$6.00
Captions and Sub captions Listings	\$6.00
<u>Residential</u>	
Additional Listing	\$2.00
Non-Directory Listed Service	\$2.50
Non-Published Service	\$3.00
Foreign Listing	\$2.00
Cross Reference Listing	\$2.00
Alternate Listing	\$2.00
Toll-Free Directory Listings	N/A
Straight Line Under Listings	N/A
Captions and Sub captions Listings	N/A

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Toll Restriction Service in this Section.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.10 Carrier Presubscription

A. General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

B. Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

Option A: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier

access code to route all intraLATA toll calls to the carrier of choice for each call.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.10 Carrier Presubscription, (Cont'd.)

C. Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 7.3.10.E below:

D. Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 7.3.10.E below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.10 Carrier Presubscription, (Cont'd.)

E. Presubscription Charges

1. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

2. Nonrecurring Charges

Per business or residence line, trunk, or port: \$5.00

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7.3 Miscellaneous Services, (Cont'd.)

7.3.11 Intercept Referral Service

A. General

Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. Intercept services are offered for periods up to three (3) months for residential Customers and up to twelve (12) months for business Customers. Service is available subject to the availability of facilities and the disconnected number. The following Intercept services are available.

Basic Intercept Referral Service - Basic Intercept Service includes all intercept recordings that do not provide the new telephone number information.

New Number Referral Service - New Number Referral Service includes all intercept recordings that provide the new telephone number information.

Split Referral Intercept Service - Split Referral Intercept Service provides for calls to the disconnected number to be routed to the operator who will challenge the incoming call and provide the new number information dependent on the caller's response. The minimum billing period for this service is three months.

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7.3 Miscellaneous Services, (Cont'd.)

7.3.11 Intercept Referral Service, (Cont'd.)

B. Rates

1. Basic Intercept Service is provided at no charge.
2. New Number Referral Service is available, at no charge, for the primary listed number. A charge will apply for the first additional line and all subsequent additional lines.

First and Subsequent Additional Lines:

	<u>Per Number</u>
Residence, three months	\$20.00
Business, twelve months	\$20.00

3. Split Number Referral Intercept Service

	<u>Per Month</u>
Residence, per number, per line	\$20.00
Business, per number, per line	\$40.00

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7.3 Miscellaneous Services, (Cont'd.)

7.3.12 Toll Restriction Service

A. Description

Toll Restriction provides for exchange access lines or trunks to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. Attempted violation of the restrictions are routed to an announcement.

B. Regulations

1. This service is offered, subject to the availability of existing company facilities, to individual line residence, individual line business and dial switching type customers.
2. Provision of Toll Restriction does not alleviate customer responsibility for completed toll calls.
3. Toll Restriction may include Billed Number Screening.
4. Toll Restriction is available to Lifeline customers without charge.

C. Rates and Charges

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$12.50	\$27.50
Monthly, per line	\$2.00	\$2.00

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7.3 Miscellaneous Services, (Cont'd.)

7.3.13 900 Service Access Restriction

900 Service Access Restriction enables residence or business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose this service will also be restricted from calling calls with the prefix of 976 and 676. This service is offered only where facilities permit and is only available on direct dialed calls.

A. Rates

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$12.00	\$26.00
Monthly rate, per line	\$0.00	\$0.00

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7.3 Miscellaneous Services, (Cont'd.)

7.3.14 Blocking for 10XXX1+/10XXX011+

This service prevents 10XXX1+ and 10XXX011+ calls from being completed and is offered subject to the availability of facilities. Provision of this service does not alleviate customer responsibility for completed toll calls.

A. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per line or trunk arranged	\$12.50	\$0.10

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.4 Promotional Offers

The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made.

7.4.1 Trinsic Spectrum Plus Voucher Promotion

To incent potential customers to purchase Trinsic Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribe to the Trinsic Spectrum Plus service offering. The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.

(A) Promotional Limitations:

- (1)** Customers must sign a minimum of a one year term plan for this service.
- (2)** Vouchers will expire 90 days from the issuance date included on the voucher.
- (3)** Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 period the Company will reverse the per line credit(s) on the next applicable invoice.
- (4)** This promotion may be combined with certain other promotions currently being offered by the Company.

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SECTION 7 - TRINSIC SERVICES, (CONT'D.)

7.4 Promotional Offers, (Cont'd.)

7.4.2 Spectrum Plus Winter Warm-Up II Special Promotion

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribed to the Spectrums Plus Winter Warm-Up II Special Promotion service offering and sign a one-year term plan with the Company.

(A) Promotional Limitations

- (1)** The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with the monthly payment.
- (2)** Customers must sign a minimum of a one year term plan for this service.
- (3)** Vouchers will expire 90 days from the issuance date included on the voucher.
- (4)** Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 days period, the Company will reverse the per line credit(s) on the next applicable invoice.
- (5)** This promotion may be combined with certain other promotions currently being offered by the Company.
- (6)** To be eligible for this promotion Customers must reside in the Qwest Service Territory within Nebraska.
- (7)** This promotion will be offered from February 13, 2010 through December 31, 2010. Orders for new service must be activated by January 31, 2011.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES

8.1 General

Local exchange, InterLATA and IntraLATA services offered to business and residential Customers and are available on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitments. Usage rates, per-call service charges, monthly fees and installation charges may apply. Service is available 24 hours per day, 7 days per week.

the company offers business and residential basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local and long distance services (interstate and intrastate toll) or require the Customer to designate an existing Lingo long distance plan for the Bronze and Silver packages as set forth in Section 8.2, and selected custom calling features. Voice Mail may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges

8.2.1 Service Order Charges

Non-recurring charges apply to processing Service Orders for new service.

- A. New Installation Order Charge – applies to add a new access line where no local service exists or if facilities construction is required. No distinction is made between a "New Installation or Conversion" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed 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, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.
- B. Conversion Order Charge - applies to requests for initial connection or establishment of telephone service to the Company when a Customer moves existing service from their current local carrier to the Company and retains their existing telephone number.
- C. Activation Fee – applies to receiving, recording and processing information necessary to execute a customer's request for new service with the Company. One Activation Fee, per line, applies to all new orders. This fee applies in connection with the New Installation, Conversion and Move Order Charges.
- D. Service Order Charge - applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed and applicable to Business Customers only.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges (Cont'd.)

8.2.1 Service Order Charges (Cont'd.)

- E. Toll-Free Directory Listing Charge - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll-free number to be listed.
- F. Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire.
- G. Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges (Cont'd.)

8.2.2 Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. A Change Order Charge applies to the following customer-initiated changes:

- A. Feature Change Order Charge - applies when a customer requests a change, adding or removing a feature.
- B. Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.
- C. Move Order Charge - applies when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
- D. Presubscription Change Charge – applies after a Customer's initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges (Cont'd.)

8.2.2 Change Order Charges (Cont'd.)

- E. Record Change Order Charge - applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.
- F. Telephone Number Change Order Charge - applies to each telephone number change request/order.
- G. Toll Restriction Fee Order Charge - applies when a Customer requests a change, adding or removing Toll Restriction Service.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges (Cont'd.)

8.2.3 Miscellaneous Charges

- A. Call Detail Report – applies each time a Customer requests local call detail for a given month.
- B. Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.
- C. Restoration of Service Charge - applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.2 Service Charges (Cont'd.)

8.2.4 Rates and Charges

CenturyLink Service Area

A. Service Order Charges

New Installation Order Charge	\$179.99
Conversion Order Charge	\$79.99
Activation Fee	\$39.99
Service Order Charge	\$79.99
Toll-Free Directory Listing Charge	\$25.00
Technician Dispatch Charge	\$265.00
Missed Appointment Charge	\$100.00

B. Change Order Charges

Feature Change Order Charge	\$79.99
Listing Change Charge	\$79.99
Move Order Charge	\$79.99
Presubscription Change Charge	\$5.00
Record Change Charge	\$79.99
Telephone Number Change Order Charge	\$79.99
Toll Restriction Fee Order Charge	\$9.99

C. Miscellaneous Charges

Call Detail Report	\$10.00
Duplicate Invoice	\$10.00
Restoration of Service	\$49.99

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

8.3.1 Feature Descriptions

Anonymous Call Rejection

Anonymous Call Rejection allows the Customer to automatically reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing *77 and can deactivate the service by dialing *87.

Auto Busy Redial – Repeat Dialing

Auto Busy Redial – Repeat Dialing allows the Customer to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Auto Busy Redial – Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

Customers who are subscribed to Auto Busy Redial – Repeat Dialing activate the service by dialing *66 and can deactivate the service by dialing *86.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.1 Feature Descriptions (Cont'd.)

Call Blocking

Call Blocking allows the Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Impact services.

Customers who are subscribed to Call Blocking activate the service by dialing *60 and can deactivate the service by dialing *80.

Call Forwarding

Call Forwarding allows the Customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the customer's access line and the distant access line to which the call was transferred.

Customers who are subscribed to Call Forwarding activate the service by dialing *72 and can deactivate the service by dialing *73.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.1 Feature Descriptions (Cont'd.)

Call Forwarding - Busy

Call Forwarding - Busy allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - No Answer

Call Forwarding - No Answer allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Return

Call Return allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

Customers who are subscribed to Call Return activate the service by dialing *69 and can deactivate the service by dialing *89.

Call Trace

Call Trace allows the Customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail. A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace to the Customer. Such call detail may be provided to law enforcement authorities upon proper request.

Customers who utilize Call Trace activate the service by dialing *57.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.1 Feature Descriptions (Cont'd.)

Call Waiting

Call Waiting provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating the code (*70) to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

Call Waiting ID - Name and Number

Call Waiting ID - Name and Number is an enhanced version of Call Waiting ID. It is designed for use by a Call Waiting subscriber. A customer who is off-hook on an existing call, is able to receive the telephone number of a new incoming call on their customer-provided premise equipment attached to the Customer's subscriber line. Additionally, the name found in the Company's records, applicable to the line originating the call, including the non-published and non-listed service is displayed on customer-provided premise equipment. The Customer must purchase the equipment separately, and it is not available under this tariff.

Caller ID - Name and Number

Caller ID – Name and Number allows the Customer to identify most callers by letting him/her see the names and phone numbers on special display equipment. The customer must purchase the equipment separately, and it is not available under this tariff.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.1 Feature Descriptions (Cont'd.)

Distinctive Ring

Distinctive Ring allows the Customer to establish up to two telephone numbers on the same access line and to distinguish calls to each number by distinctive ringing patterns. The standard ringing pattern applies to the billing telephone number, while the dependent telephone number receives a distinctive ringing pattern for incoming calls. Distinctive Ring is available to single line residential customers where facilities are available.

When a Distinctive Ring Customer also subscribes to Call Waiting, incoming calls to the billing telephone number will activate the standard Call Waiting tone. Calls to dependent telephone number will activate a distinctive Call Waiting tone. When a Distinctive Ring Customer subscribes to any Call Forwarding service, the dependent telephone number may be forwarded to the same number as the billing telephone number or receive no forwarding treatment.

Priority Call

Priority Call allows the Customer to preselect telephone numbers that can be given a distinctive alerting signal or ring. The Customer can create or change a list of telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

Speed Calling

Speed Calling allows the Customer to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.1 Feature Descriptions (Cont'd.)

Three-Way Calling

Three-Way Calling allows the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Touch Tone Calling

Touch Tone calling provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of central office facilities.

All dial-type lines that terminate in an instrument equipped for tone-type address signaling shall be equipped for Touch Tone calling service except for dial-type lines served from a central office where the special facilities for Touch Tone calling service are not available.

Other facilities, miscellaneous and supplemental equipment, requested by Customers and not detrimental to this service or other services of the Company will be furnished under the regulations and at the rates specified in the applicable sections of this tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.3 Custom Calling Features (Cont'd.)

8.3.2 Rates and Charges

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

	Nonrecurring	Monthly	Per Usage
	<u>Charge</u>	<u>Recurring</u> <u>Charge</u>	<u>Charge</u>
Anonymous Call Rejection	N/A	N/A	N/A
Auto Busy Redial	N/A	N/A	N/A
Call Blocking	N/A	N/A	N/A
Call Forwarding	N/A	N/A	N/A
Call Forwarding - Busy	N/A	N/A	N/A
Call Forwarding - No Answer	N/A	N/A	N/A
Call Return	N/A	N/A	N/A
Call Trace	N/A	N/A	N/A
Call Waiting	N/A	N/A	N/A
Call Waiting ID (Name & Number)	N/A	N/A	N/A
Caller ID (Name and Number)	N/A	N/A	N/A
Distinctive Ring	N/A	N/A	N/A
Priority Call	N/A	N/A	N/A
Repeat Dialing	N/A	N/A	N/A
Speed Calling	N/A	N/A	N/A
Three-Way Calling	N/A	N/A	N/A
Touch Tone	N/A	N/A	N/A

Denial of per call activation for Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.4 Directory Assistance Services

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- Calls from coin telephones, including COCOTS.
- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- Calls placed from hospital services or calls placed from a business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.4 Directory Assistance Services (Cont'd.)

8.4.1 Directory Assistance - Rates and Charges

A maximum of two requests will be allowed per call. The charges as shown below apply for each call, made to the Directory Assistance operator including requests for listings that are non-published, non-listed or not found. There are no call allowances for Directory Assistance Services.

Unless one of the exceptions listed above applies, the charges as shown below apply for each call made to the Directory Assistance operator:

<u>Per query</u>	<u>CenturyLink Service</u>
Direct Dial Local/IntraLATA Directory Assistance:	<u>Area</u> \$5.99
Operator Assisted Local/IntraLATA Directory Assistance:	\$5.99
Toll Directory Assistance:	\$5.99

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.4 Directory Assistance Services (Cont'd.)

8.4.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in this tariff.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

The three types of DACC offered are as follows:

Fully Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

Rates

The rates set forth below for DACC are on a per call basis and are in addition to the Directory Assistance rate, as well as the Long Distance usage rate, or local message rates, if applicable.

Per each call completed	\$0.30
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.4 Directory Assistance Services (Cont'd.)

8.4.3 Nationwide Directory Assistance

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section.

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for Nationwide Directory Assistance.

	CenturyLink Service Area
Per Request	\$5.99

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.5 Operator Services

The Company offers operator assisted services to its presubscribed Customers. In addition to the per call service charge, usage rates apply. The Company's operator services are accessible on a twenty-four (24) hour per day seven (7) days per week basis. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Station-to-Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.5 Operator Services (Cont'd.)

8.5.1 Operator Services - Rates and Charges (CenturyLink Service Area)

Local, IntraLATA and InterLATA - Per Call Service Charges

	<u>Rate</u> <u>Per Call</u>
Customer Dialed Calling/Credit Card Call	\$4.95
Operator Dialed Calling/Credit Card Call Station-to-Station	\$5.50
Person-to-Person	\$9.99

Usage Charges

Operator Service Per Minute Rate	\$0.13
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.5 Operator Services (Cont'd.)

8.5.2 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

	CenturyLink Service
	Area
	<u>Per call</u>
Busy Line Verification	\$3.00
Emergency Interruption	\$6.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.6 Directory Listing Services

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

8.6.1 Listings

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.6 Directory Listing Services (Cont'd.)

8.6.2 Types of Listings

A. Toll-Free Directory Listing

Where available, a listing which references the Toll-Free Number for a Business Customer will be made available. A one-time charge per toll-free number applies to set up this listing.

B. Straight Line Under Directory Listing

A business listing where one or more listings are indented under an original listing of the same customer without repetition of the name.

C. Caption and Subcaption Directory Listings

Two or more business listings may be placed under a caption consisting of the name of the customer or of any of the parties which the customer is entitled to list together with a designation or title where the name is not indicative of the business or profession. One or more subcaptions may be furnished under a caption, each subcaption consisting of a directive heading which serves to identify two or more listings placed thereunder, where this grouping is necessary for the proper routing of calls.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.6 Directory Listing Services (Cont'd.)

8.6.3 Non-Published Service

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.

Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.6 Directory Listing Services (Cont'd.)

8.6.3 Non-Published Service (Cont'd.)

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.6 Directory Listing Services (Cont'd.)

8.6.4 Non-Listed Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a non-listed number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

There is a monthly charge for each non-listed service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

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8.6 Directory Listing Services (Cont'd.)

8.6.5 Rates and Charges

In addition to the below noted charges, customer will incur a nonrecurring charge for the initial toll-free directory listing and any customer-initiated changes to a directory listing provided in the Service Charges section.

	CenturyLink Service Area <u>Per Month</u>
Primary Listing	\$0.00
Additional Listing	\$6.00
Toll-Free Directory Listing	\$6.00
Straight Line Under Listing	\$6.00
Captions and Subcaptions Listings	\$6.00
Non-Published Service, each	\$8.00
Non-Listed Service, each	\$8.00

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8.7 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call	\$0.30
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8.8 Operator Referral Service

Operator Referral Service announce to the calling party the status of a called party's number and, when appropriate, refers the calling party to a number(s) where the called party can be reached for a specified time period. These services are provided either through a recorded announcement or by a special operator. Customers can choose between having their numbers referred or having a disconnect message provided to the calling party. Customers whose telephone services are permanently disconnected because of nonpayment are placed on Disconnect Announcement Service without a referral to another number.

Services described are provided to Customers when and where facilities and numbers are available.

	<u>Per Request</u>
30-90 Days	\$30.00
Any portion of an additional 90 days	\$30.00

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services

8.9.1 Lingo Legacy Bronze

Lingo Legacy Bronze bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. Lingo Legacy Bronze does not allow Customers to elect any additional features or options. Rates and charges for the Lingo Legacy Bronze plan are set forth below.

Monthly Rate:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$135.99	\$67.99
Zone 2	\$135.99	\$67.99
Zone 3	\$265.99	\$132.99

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services (Cont'd,)

8.9.2 Lingo Legacy Silver

Lingo Legacy Silver bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. Rates and charges for the Lingo Legacy Silver plan are set forth below.

	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Monthly Rate:		
Zone 1	\$139.99	\$69.99
Zone 2	\$139.99	\$69.99
Zone 3	\$269.99	\$134.99

The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail.

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services (Cont'd.)

8.9.3 Lingo Legacy Gold

Lingo Legacy Gold bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local and long distance calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Rates and charges for the Lingo Legacy Gold plan are set forth below.

	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Monthly Rate:		
Zone 1	\$141.99	\$70.99
Zone 2	\$141.99	\$70.99
Zone 3	\$271.99	\$135.99

The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail.

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, included in this package.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services (Cont'd.)

8.9.4 Lingo Bronze

Lingo Bronze bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. Lingo Bronze does not allow Customers to elect any additional features or options. Rates and charges for the Lingo Bronze plan are set forth below.

Monthly Rate*:	CenturyLink Service Area	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$161.99	\$80.99
Zone 2	\$161.99	\$80.99
Zone 3	\$291.99	\$145.99

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

* This plan includes all carrier surcharges (which does not consist of government taxes and surcharges).

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services (Cont'd.)

8.9.5 Lingo Silver

Lingo Silver bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. Rates and charges for the Lingo Silver plan are set forth below.

Monthly Rate*:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$165.99	\$82.99
Zone 2	\$165.99	\$82.99
Zone 3	\$295.99	\$147.99

The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail.

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

** This plan includes all carrier surcharges (which does not consist of government taxes and surcharges).*

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.9 Lingo Products – Bundled Services (Cont'd.)

8.9.6 Lingo Gold

Lingo Gold bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local and long distance calling. Customers who subscribe to this service must designate the Company as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Company long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Rates and charges for the Lingo Gold plan are set forth below.

Monthly Rate*:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$167.99	\$83.99
Zone 2	\$167.99	\$83.99
Zone 3	\$297.99	\$148.99

The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail.

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.lingo.com.

** This plan includes all carrier surcharges (which does not consist of government taxes and surcharges).*

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SECTION 8 – LINGO SERVICES AND RATES (CONT'D.)

8.10 Long Distance Service

8.10.1 Lingo Long Distance Service

Lingo Long Distance Service provides an outbound voice grade communications service for business and residential Customers who subscribe to certain Lingo bundled service packages described in Section 8.9 of this tariff. In order to subscribe to Lingo Long Distance Service, business and residential Customers must select the Company as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services.

These rates and charges are applicable only to intrastate, non-operator-assisted, 1+, direct-dialed, long distance calls which originate and terminate in Massachusetts by Customers who have selected the Company as their Local Exchange Carrier (LEC) and long distance provider.

	<u>Business</u>	<u>Residential</u>
Rate Per Minute:	\$0.0499	\$0.0499

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS

All services in this Section 9 are grandfathered and available only to existing former customers of Lingo Communications North, LLC.

9.1 Basic Local Business and Residential Services

9.1.1 Standard Local Service

The Standard Local Service provides a Customer with a single analog voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Local Service lines are provided for the connection of Customer-provided wiring and FCC Part 68 approved devices.

An optional per-line hunting feature is available for Multi-Line Customers which routes a call to an idle station line in a prearranged group when the Called Station Line is busy. Where facilities permit, more than one type of optional hunting arrangement may be provided.

Local Exchange Service Lines and trunks are provided on a Single Party (Individual) basis only. No Multi-Party Lines are provided. Local Calling Service is available on a Flat Rated Basis.

Standard Local Service provides a Customer with the ability to connect to the Company switching network which enables the Customer to:

- A. place or receive calls to any Calling Station in the Local Calling Area;
- B. access 911 and/or Enhanced 911 Emergency Service;
- C. access the Interexchange Carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- D. access Operator Services;
- E. access Directory Assistance for the Local Calling Area;
- F. place or receive calls to 800 telephone numbers;
- G. access Telephone Relay Service;

H. have a directory listing of the Main Telephone Number.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services

9.1.2 Lingo Basic Line

A. Lingo Basic Line is equipped with:

Basic Line
Unlimited Local, Intra-LATA Long Distance
Caller ID – Name and Number
Call Waiting
Hunting (business only)

1. Lingo Long Distance Rates for Lingo Basic Line:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product.

Toll Free Monthly Recurring	\$9.95	(N)
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B. Lingo Basic Line - Feature List

Additional calling features may be added to the Lingo Basic Line. See Section 9.18 of this tariff for applicable rates.

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.2 Lingo Basic Line (Cont'd.)

C. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge. Rates are listed in Section 9.18.2 of this tariff.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line:

- (1) Lingo Basic Line is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:
 $\$100 \times \text{Months Remaining}$

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Line bundle, standard rates located in Section 16.13.A of this tariff will apply.

- (3) The availability of certain features is dependent on ILEC feature availability.

- (4) Some features are only available to residential customers.

- (5) Some features are only available to business customers.

- (6) Product may not be available in all CLLIs.

- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

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9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line: (Cont'd.)

- (8) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic. There is a maximum of 3 extensions per voicemail box. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their Lingo Basic Line.
- (9) Caller ID with Name and Number - Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line: (Cont'd.)

- (10) Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their Lingo Basic Line.
- (11) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (12) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.3 Lingo Basic Plus

A. Lingo Basic Plus is equipped with:

Dial tone Line
Unlimited Local and Intra-LATA Long Distance
Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Lines Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Lines Only)
Call Selector
Call Tracing
Call Waiting
Caller ID (Business Lines Only)
Caller ID Blocking (Residential Lines Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Lines Only)
Collect Call Blocking (Residential Lines Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
International Blocking (Residential Lines Only)
Hunting (Business Lines Only)
Preferred Call Forwarding (Business Lines Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Repeat Dialing Blocking (Residential Lines Only)
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900/976 Blocking (Residential Lines Only)

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.3 Lingo Basic Plus (Cont'd.)

B. Lingo Long Distance Rates for Lingo Basic Plus:

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product.

Toll Free Monthly Recurring	\$9.95	(N)
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus:

- (1) Lingo Basic Plus applies to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$50 \times \text{Months Remaining (Per Location)}$

The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Plus bundle, standard rates located in Section 9.18 of this tariff will apply.

- (3) The availability of certain features is dependent on ILEC feature availability.

- (4) Some features are only available to residential customers.

- (5) Some features are only available to business customers.

- (6) Product may not be available in all CLLIs.

- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus: (Cont'd.)

- (8) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- (9) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus: (Cont'd.)

- (10) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- (11) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (12) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.4 Lingo Essentials

A. Lingo Essentials is equipped with:

Basic Line
Unlimited Features
Hunting (business)
Unlimited Local Intra-LATA Long Distance
200 Minutes of Domestic Inter-LATA Long Distance

1. 200 Minute Long Distance Calling Block for Lingo Essentials:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product.

Toll Free Monthly Recurring	\$9.95	(N)
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.4 Lingo Essentials (Cont'd.)

B. Lingo Essentials Inclusive Feature List:

Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Only)
Call Selector
Call Tracing
Call Waiting
Caller ID(Business Only)
Caller ID Blocking (Residential Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
Preferred Call Forwarding (Business Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900-976 Blocking (Residential Lines Only)

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.4 Lingo Essentials (Cont'd.)

C. Footnotes for Lingo Essentials:

- (1) Lingo Essentials are available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: \$100 x Months Remaining

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.4 Lingo Essentials (Cont'd.)

C. Footnotes for Lingo Essentials: (Cont'd.)

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Essentials standard rates located in Section 16.13.A of this tariff will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to business customers.
- (5) Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- (6) An additional discounted charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Essentials. There is a maximum of 3 extensions per voicemail box.
- (7) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.5 Lingo Value Line

A. Lingo Value Line is equipped with:

Basic Line

1. Lingo Long Distance Rates for Lingo Value Line:

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product.

Toll Free Monthly Recurring	\$9.95	(N)
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B. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.5 Lingo Value Line (Cont'd.)

C. Lingo Value Line - Feature List

Additional calling features may be added to the Lingo Basic Line. See Section 9.18 of this tariff for applicable rates.

Calling Number Delivery Blocking is no charge.

D. Footnotes for Lingo Value Line:

- (1) Lingo Value Line is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: \$100 x Months Remaining

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Product may not be available in all CLLIs.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.5 Lingo Value Line (Cont'd.)

D. Footnotes for Lingo Value Line: (Cont'd.)

- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- (4) The availability of certain features depends on ILEC feature availability.
- (5) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Value Line. There is a maximum of 3 extensions per voicemail box.
- (6) Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for customers who add a voicemail service to their Lingo Value Line.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.1 Basic Local Business and Residential Services (Cont'd.)

9.1.5 Lingo Value Line (Cont'd.)

D. Footnotes for Lingo Value Line: (Cont'd.)

- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (8) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (10) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.2 Optional Calling Features

The features listed in this section are offered to Customers either under the Standard Local Service, Enhanced Local Service or as options. For the Option Service Rates see Section 16.4.

Feature Descriptions

- 9.2.1 Call Block allows the End-User to automatically block incoming calls from up to twelve End User pre-selected telephone numbers programmed into the Feature's Screening List. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The End- User controls when the feature is active and can add or remove calling numbers from the Feature's Screening List.
- 9.2.2 Call Forwarding Busy Line - Basic permits the forwarding of incoming calls when the End-User's line is busy. The forwarded number is fixed by the End-User Service Order.
- 9.2.3 Call Forwarding Don't Answer - Basic permits the forwarding of incoming calls when the End-User's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the Service Order.
- 9.2.4 Call Forwarding permits the End-User to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation. The End-User must dial an Activation Code from his/her Exchange Line along with the Forward-to Number, and the Forward-to-Number must answer the call in order to turn the feature on. A separate code is dialed by the End-User to deactivate the feature.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS(CONT'D.)

9.2 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

9.2.5 Call Forwarding - Remote Access permits the End-User to automatically forward (transfer) all incoming calls to another telephone number and to restore it to normal operation at their discretion. The End-User must dial an Activation Code along with the Forward-to Number to turn the feature on. A separate code is dialed by the End-User to deactivate the feature. Feature Activation may be performed from the End-User's Exchange Line or remotely from some other line. Remote Access requires the End-User to:

- A. dial a special access number
- B. enter their seven-digit telephone number and
- C. enter a personal identification number prior to forwarding their calls.

9.2.6 Call Return allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed.

9.2.7 Call Trace allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given Local Office. The tracing is activated upon entering the Specified Dial Code. The Originating Telephone Number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number. The call can then be identified to appropriate authorities. The Service is rated on a per-call-traced basis.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.2 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

9.2.8 Call Waiting - Basic provides a tone signal to indicate to a Customer already engaged in a telephone call that a Second Caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both Callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting End-User to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a Special Code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

9.2.9 Call Waiting - ID allows the End-User to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

- A. Answer the Waiting Call and placing the First Party on hold;
- B. Answer the Waiting Call and disconnecting from the First Party;
- C. Forward the Waiting Caller to another location (e.g., voice mailbox or telephone answering service); and,
- D. Call Name Delivery

Full use of Call Waiting Deluxe requires specialized Customer Provided Equipment (CPE) not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The End -User must have Caller ID Basic or Deluxe for display of Calling Party Identification Information for waiting calls. The End-User must have a Call Forwarding Don't Answer feature active in order to forward a Waiting Call to another location.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.2 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

- 9.2.10 Caller ID - Basic permits the End-User to view a Directory Number of the Calling Party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each Incoming Call. It is the Customer's responsibility to provide the necessary CPE.
- 9.2.11 Caller ID - Deluxe permits the End-User to view a Directory Name and Directory Number of the Calling Party on Incoming Telephone Calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the Calling Party's city and state may be displayed rather than a Directory Name, depending on available call data.
- 9.2.12 Calling Number Delivery Blocking prevents the delivery, display and announcement of the End-User's Directory Number and Directory Name on all calls dialed from an Exchange Service equipped with this option. When active, the End-User's Telephone Name and Number will not appear on the Called Party's Caller ID CPE or be disclosed in another way. The feature is available on a per-call-basis. With per-call Calling Number Delivery Blocking, it is necessary for the End-User to dial an Activation Code prior to placing the call.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.2 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

- 9.2.13 Personalized Ringing - This feature allows an End User to determine the source of an incoming call from a Personalized Ring. The End User may have up to three additional numbers assigned to a single line (i.e. Personalized Ringing - First Number and Personalized Ringing - Second Number). The Designated Primary Number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the Calling Party dials.
- 9.2.14 Selective Call Forwarding permits the End-User to automatically forward to another number calls received from up to twelve End-User pre-selected telephone numbers programmed into the feature's Screening List. The End-User controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's Screening List.
- 9.2.15 Auto Redial permits the End-User to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:
- A. calls to 800 service numbers
 - B. calls to 900 service numbers
 - C. calls preceded by an Interexchange Carrier Access Code
 - D. International Direct Distance Dialed calls
 - E. calls to Directory Assistance calls to 911

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.2 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

- 9.2.16 Simultaneous Call Forwarding allows you to call forward multiple calls simultaneously.
- 9.2.17 Speed Calling permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight Code List for residents. Code Lists may include local and toll telephone numbers. The Customer has the ability to add telephone numbers to or remove them from a Speed Calling List without the Company's help.
- 9.2.18 Three-Way Calling permits the End-User to add a Third Party to an established connection. When the Third Party answers, a two-way conversation can be held before adding the Original Party for a Three-Way Conference. The End-User initiating the conference controls the call and may disconnect the Third Party to reestablish the original connection or establish a connection to a different Third Party. The feature may be used on both outgoing and incoming.

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**SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH
CUSTOMERS (CONT'D.)**

9.3 Directory Assistance and Listing Services

9.3.1 Directory Assistance

Provides for identification of telephone Directory Numbers, via an Operator or Automated Platform.

9.3.2 Directory Listing Services

For each Customer of Company-provided Exchange Service, the Company shall list the Customer's Main Billing Telephone Number in the directory published by the Dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

A Standard Listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance Records. Only information necessary to identify the Customer is included in these listings. The Company may use abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as company, shop, agency, works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name. A name may be repeated in the White Pages only when only when a different address or telephone number is used.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.3 Directory Assistance and Listing Services (Cont'd.)

9.3.2 Directory Listing Services (Cont'd.)

A. Non-Published Service

1. This Optional Service provides for suppression of Printed and Recorded Directory Listings. A Customer's name and number does not appear in printed directories or Directory Assistance Bureau records.
2. This service is subject to the Rules and Regulations for E911 Service where applicable.
3. The Company will complete calls to a Non-published Number only when the Caller dials direct or gives the Operator the number. No exceptions will be made, even if the Caller says it is an Emergency.
4. When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-published Service.
5. The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Nonpublished Service or the disclosing of said number to any person.

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9.3 Directory Assistance and Listing Services (Cont'd.)

9.3.2 Directory Listing Services (Cont'd.)

B. Non-Listed Service

1. This Optional Service provides for suppression of Printed Directory Listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.
2. This Service is subject to the Rules and Regulations for E911 Service where applicable.
3. The Company will complete calls to a Non-listed Number.
4. When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a Non-listed Number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-listed Service.
5. The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Non-listed Service or the disclosing of said number to any person.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.4 Operator Services

Provides for live or automated Operator Treatment when a Customer dials “0.” Operator Services can be used to help the Customer route or bill a call. Billing options include, but are not limited to, bill to Originating Telephone Number, Calling Card, Collect or to a Third Party.

9.4.1 Operator Service Call Types

- A. Customer Dialed Calling/Credit Card Call charge applies in addition to Local Usage Charges for Station-to-Station Calls billed to an Authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
- B. Operator Dialed Calling/Credit Card Call charge applies in addition to Local Usage Charges for Station-to-Station Calls billed to an Authorized Calling Card or Commercial Credit Card and the Operator dials the Destination Telephone Number at the request of the Customer.
- C. Non-Automated - Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.
- D. Semi-Automated - Where the person originating the call dials zero or a special access number (e.g. an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

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9.4 Operator Services (Cont'd.)

Provides for live or automated Operator Treatment when a Customer dials “0.” Operator Services can be used to help the Customer route or bill a call. Billing options include, but are not limited to, bill to Originating Telephone Number, Calling Card, Collect or to a Third Party.

9.4.1 Operator Service Call Types (Cont'd.)

- E. Fully Automated - Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.
- F. Collect Call - Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone, which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be re-originated from the called service point.
- G. Sent-Paid - Denotes a billing arrangement whereby a call is charged to the service point originating the call.
- H. Two-Point Service, Person-to-Person - That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.
- I. Two-Point Service, Station-to-Station - That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

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9.5 Presubscription Services

Carrier Presubscription is a procedure where a Customer designates the carrier which the Customer wants to use for intraLATA and interLATA toll calls, where available. Such calls are automatically directed to the Designated Carrier without the need to dial Carrier Access Codes or additional dialing to direct the call to the Designated Carrier. Presubscription does not prevent a Customer who has presubscribed to an intraLATA or interLATA Toll Carrier from using Carrier Access Codes or additional dialing to direct calls to an Alternative Long Distance Carrier on per-call basis.

9.5.1 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for Long Distance Presubscription are offered where available. Availability may be limited based on the capabilities of the Customer's Serving Central Office:

- Option A: Customer selects the Company as the Presubscribed Carrier for IntraLATA and InterLATA Toll Calls subject to presubscription.
- Option B: Customer may select the Company as the Presubscribed Carrier for IntraLATA calls subject to Presubscription and some Other Carrier as the Presubscribed Carrier for interLATA Toll Calls subject to Presubscription.
- Option C: Customer may select a Carrier other than the Company for intraLATA Toll Calls subject to Presubscription and the Company for interLATA Toll Calls subject to Presubscription.
- Option D: Customer may select a Carrier other than the Company for both intraLATA and interLATA Toll Calls subject to Presubscription.
- Option E: Customer may select two different Carriers, neither being the Company for intraLATA and interLATA Toll Calls. One Carrier to be the Customers' Primary intraLATA Interexchange Carrier. The other Carrier to be the Customer's Primary interLATA Interexchange Carrier.
- Option F: Customer may select no Presubscribed Carrier for intraLATA Toll Calls, which will require the Customer to dial a Carrier Access Code to route all intraLATA Toll Calls to the Carrier of Choice

for each call.

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9.5 Presubscription Services (Cont'd.)

9.5.2 Rules and Regulations

Customers will retain their Primary Interexchange Carrier until they request that their Dialing Arrangements be changed.

Customers may select either Options A, B, C, D or E for intraLATA Presubscription. Option F allows the Customer to decline to choose an intraLATA Carrier.

Customers may change their Selected Option or Presubscribed Toll Carrier at any time subject to charges specified in Section 9.1.

9.5.3 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA Toll Carriers at the time the Customer places an Order for Local Exchange Service. The Company will process the Customer's Order for Service. All new Customer's initial requests for intraLATA Toll Service Presubscription will be provided free of charge.

If a new Customer is unable to select at the time it places an Order for Local Exchange Service, the Company will direct the Customer to the local telephone directory to select a Carrier. Until the Customer informs the Company of its choice of Primary Toll Carrier, the Customer will not have access to Long Distance Services on a Presubscribed Basis, and will be required to dial a Carrier Access Code to route all toll calls.

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9.6 Miscellaneous Services

9.6.1 Restrict Services

These Services provide the option of Blocking, or subsequent Unblocking, all 900/976, Toll and Bill Number Screening Calls on a per-line basis. The Company will provide for Per-Line Blocking where the Company's Switching Facilities permit.

9.6.2 Hunting Line Service

This Service is used to establish Hunting Arrangements between two or more of a Customer's Local Exchange Service Access Lines. Customers may choose from one of the following hunt group arrangements:

- A. Series Hunting - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.
- B. Circular Hunting - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered the hunting will continue until it reaches the access line that was originally called.
- C. Preferential Hunting - Individual access lines in an access line hunt group may have any associated Preferential Hunt List. This Hunt List specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

Refer to Section 9.17 for Hunting Line Service pricing.

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9.7 Custom Choice

Custom Choice is a service package selection that includes one (1) flat-rate residential access line configured with the following vertical features: Call Following, Call Forward (Busy Line, Don't Answer and Variable), Call Rejection, Call Waiting, Call Waiting-Caller ID, Caller ID Name and Number, Continuous Redial, Custom Ringing (also known as Personalized Ring), Last Call Return, Priority Call, Select Call Forward, Speed Calling, and Three-Way Calling. Pricing is per line with a discount offered on additional Custom Choice lines on the same billing account. Caller ID requires Customer-provided additional equipment. Refer to Section 9.17 for Custom Choice Service Rates.

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9.8 Service Order, Change Charges and Conversion Charges

All Services offered in this tariff are subject to Service Order and Change Charges when the Customer requests New Services or Changes in Existing Services. Nonrecurring Charges apply to the following: Processing Service Orders for New Service, Changes to the Customer's Primary Interexchange Carrier (PIC) Code, Conversion Charges and Expedited Service Requests.

9.8.1 Service Ordering Charge

	Business & Residential Service Order Charges <u>Nonrecurring Charges (1)</u>
PIC change, per Primary Line, Trunk or Port Change Charges* <i>*Charges vary depending on custom arrangement requested by the Customer</i>	\$15.00 (I) ICB
Service Order Charge for Install/Change of Basic Features, Directory Listings and PAV Codes	\$15.00 (I)
Service Order Charge – Basic or Complex Lines/Features	\$30.00
**Basic Line Connection Charge for New Installations (per Line)	\$30.00

**Basic Lines are Residential or Business Local Exchange Lines served with dial tone;

1) Service Order Charge applies on all requests. For multiple request types, only the highest Service Order Charge is applied. There are unlimited Moves, Adds or Changes allowed per Service Order Charge.

2) Line Connection Charge applies per new line installed and is in addition to Service Order Charge.

3) Complex Features Change Charge is per feature and is applied in addition to Service Order Charge.

NOTE: Measured Services have been discontinued and are only available to existing Customers as of the Effective Date of this First Revised Page No. 81 at the same location in which such Measured Services are currently provided.

(1) Effective June 17, 2004, these charges are no longer available to new subscribers.

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9.8 Service Order, Change Charges and Conversion Charges (Cont'd.)

9.8.1 Service Ordering Charge (Cont'd.)

	Business	
	Service Order Charges	
	<u>Nonrecurring Charges (2)</u>	
Custom work order	(1)	
Complex Service Charge	\$45.00	
Establish dual service – Basic Line	\$40.00	
Establish dual service – Basic Trunk	\$48.00	
Expedited service charge	\$25.00	(I)
Invoice change	\$15.00	(I)
Move, per line	\$75.00	(I)
Installation of new line (1)	\$75.00	(I)
Transfer of service	\$15.00	(I)
Service change, all other, per line	\$15.00	(I)
Telephone number change	\$15.00	(I)
Telephone number search, 1 st 20 free, etc.	\$15.00	(I)

- (1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing accounts.

- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing accounts.

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9.9 Customer Line Charge (CLC)

A Customer Line Charge (CLC) is assessed on all business and residential local lines. The charge reimburses the Company for ILEC Subscriber Line Charges and other expenditures associated with the provision of the telephone infrastructure that enables end users to make and receive interstate long distance calls.

	Qwest <u>Monthly Rate</u>	Rate Groups
Single Line, Primary Residential Service (1)	\$6.00	
Non-Primary Residential Line (1)	\$7.00	
Each Additional Residential Line (1)	\$7.00	
Single Line, Business Service (per line) (1)	\$6.00	
Single Line, Business Service (per line) (2)	\$5.25	
Non-Primary Business Line or Trunk, each (1)	\$7.72	
Multi-line Business Line or Trunk, each – including 1 st line (1)	\$7.72	

9.10 Expanded Toll Free Service (EAS) Charges (1)

EAS Monthly Rates apply, by EAS Group, to flat-rated Service in Exchanges listed in Section 13.

<u>EAS Group</u>	<u>MONTHLY RATE</u>	
	<u>Residence</u>	<u>Business</u>
1	\$0.50	\$1.00
2	\$0.75	\$1.50
3	\$1.00	\$2.00
4	\$1.50	\$3.00
5	\$1.30	\$1.80
6	\$2.30	\$3.00

(1) Effective June 17, 2004, these charges are no longer available to new subscribers.

(2) *Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing account.*

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9.11 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's Premises to perform work necessary for installing new Service, making changes in Service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer Premises and end when work is completed. The Rates for Maintenance of Service vary by time per Customer request.

In addition to the Maintenance of Service Charge, the Customer shall be responsible for the payment of all time and materials charges incurred during the repair visit.

Business Customers:

	<u>Nonrecurring Charge</u>
15.4.0 Trip Charge / No Trouble Found	\$100.00
15.4.1 Initial premises Work Charge, applies for the first hour or fraction thereof	\$100.00
15.4.2 Additional Premises Work Charge, applies for each additional 15 minutes or fraction thereof	\$25.00
15.4.3 Materials	ICB
15.4.4 After Hours (time and materials) (1)	\$100.00

Residential Customers:

	<u>Nonrecurring Charge</u>
15.4.0 Trip Charge / No Trouble Found	\$100.00
15.4.1 Initial premises Work Charge, applies for the first hour or fraction thereof	\$100.00
15.4.2 Additional Premises Work Charge, applies for each additional 15 minutes or fraction thereof	\$22.00
15.4.3 Materials	ICB
15.4.4 After Hours (time and materials)(1)	\$100.00

(1) This charge is billed per instance and is in addition to the standard charges. This is for Business and Residential customers serviced outside of normal business hours.

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9.12 Basic Local Business and Residential Services Rates

9.12.1 Standard Local Service

In addition to the charges listed in Section 15 of this tariff the Customer is responsible for Nonrecurring and Monthly Recurring Charges.

Recurring Charges for Standard Local Service are billed monthly in advance. Nonrecurring Charges for installation or rearrangement of Service are billed on the next month's bill immediately following work performed by the Company.

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.1 Standard Local Service (Cont'd.)

B. Business Customer Pricing

The following discounts based on monthly volume, term commitment shall be offered to all similarly situated Customers.

1. Business Customer Rates

a. Monthly Recurring Rates

Business Customers who sign a minimum one (“1”) year term Agreement and prescribe to Lingo intraLATA and interLATA Long Distance Services will receive a twenty percent (20%) discount off the Basic Line Prices stated in this Section. In addition, Customers will receive a ten percent (10%) discount off the Optional Calling Features stated in this Section.

Business Customers who do not accept the minimum one (“1”) year term Agreement, will instead receive a ten percent (10%) discount off the Basic Line and Optional Calling Features stated in this Section.

b. Discounts apply to the Monthly Recurring Rates.

c. Nonrecurring Charges

Business Customers who sign a minimum one (“1”) year term Agreement are eligible to have applicable Nonrecurring Charges, waived.

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9.12 Basic Local Business and Residential Services Rates (Cont'd)

9.12.1 Standard Local Service (Cont'd.)

C. Flat Rate Service

		Monthly Recurring Rate			
		Base Rate	Outside Base Rate Area		
		Area	Zone A	Zone B	Zone C
1.	Business**				
	Qwest Territory/One-Party (1)(3)	\$37.55	\$38.80	\$40.80	\$43.30
		Exchanges	EAS	EAS	EAS without
		EAS	EAS	EAS	EAS
		Group 3	Group 4	Group 5	Group 6
		\$29.00	\$40.00	\$29.00	\$29.00
2.	Residence** (1)(3)				
	Qwest Territory/Primary Line	\$20.00	\$20.00	\$21.00	\$22.00

Pursuant to Commission Order in Application #C-3098, Lingo will no longer offer Citizen's resale telecommunications services in Nebraska.

**Hunting Line Services available for an additional charge. Refer to Section 9.17.

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9.12 Basic Local Business and Residential Services Rates (Cont'd)

9.12.1 Standard Local Service (Cont'd.)

C. Flat Rate Service (Cont'd.)

3. Market Expansion Line (3)

An inward only calling arrangement whereby all incoming calls are automatically routed to another Customer-selected telephone number in the local calling area or a distant exchange.

All Rate Groups: Monthly Recurring Charge \$16.00 Non-Recurring Charge \$34.00 (1)

All Rate Groups: Monthly Recurring Charge \$25.00 Non-Recurring Charge \$34.00 (2)

- (1) Effective June 17, 2004 these services are no longer available to new subscribers.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing account.
- (3) Effective September 7, 2010, this product will be billed as Lingo Value Line.
- (4) Effective September 7, 2010, this product will be billed as Lingo Basic Line.

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9.12 Basic Local Business and Residential Services Rates (Cont'd)

9.12.1 Standard Local Service (Cont'd.)

D. Payphone Service Provider (PSP) Services

1. Payphone services are equipped with:

Payphone Line
Free Non-Published Listing
Free 900/976 Block
Free International Direct Dial Block
Unlimited Local Intra-LATA Long Distance

2. Rates

The monthly recurring charge for this service is \$54.30.

3. American Fiber Network (AFN) and Close Call America (CCA) Payphone Service Provider (PSP) Services

The following products of AFN or CCA have been grandfathered and will be billed as "Payphone."

Coin Line Flat Rate	Payphone Access Service
Coinless Payphone Access - Outward Only	Smart PAL
Coinless Payphone Access - Outbound Only	Smart Payphone
Interra Payphone Access Service	Smart Public
Interra Payphone Line Rate	PAL Message Rate
Payphone Access Line	

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9.12 Basic Local Business and Residential Services Rates (Cont'd)

9.12.2 Lingo Basic Line:

A. Rates and Charges

1. Monthly Recurring Charges

- a. Residential \$145.99 (I)
- b. Business \$291.99 (I)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.2 Lingo Basic Line: (Cont'd.)

A. Rates and Charges (Cont'd.)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.2 Lingo Basic Line: (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

(D)

2.	Lingo Long Distance Rates for Lingo Basic Line:		
	Rate Per Minute	Business	Residential
	In Contract Minutes	\$0.069	\$0.069
	No Contract Minutes	\$0.075	\$0.075

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.3 Lingo Basic Plus

A. Rates and Charges

1. Monthly Recurring Charges

a.	Residential	\$147.99 (I)
b.	Business	\$295.99 (I)

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- 9.12 Basic Local Business and Residential Services Rates (Cont'd.)
 - 9.12.3 Lingo Basic Plus (Cont'd.)
 - A. Rates and Charges (Cont'd.)

(D)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.3 Lingo Basic Plus (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

2. Lingo Long Distance Rates for Lingo Basic Plus:

Rate Per Minute	Business	Residential
In Contract Minutes	\$0.069	\$0.069
No Contract Minutes	\$0.075	\$0.075

(D)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.4 Lingo Essentials

A. Rates and Charges

I. Monthly Recurring Charges

- | | | |
|----|-------------|--------------|
| a. | Residential | \$148.99 (I) |
| b. | Business | \$148.99 (I) |

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.4 Lingo Essentials (Cont'd.)

A. Rates and Charges (Cont'd.)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.4 Lingo Essentials (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

2.	200 Minute Long Distance Calling Block for Lingo Essentials:		
	<u>Rate Per Minute</u>	<u>Business</u>	<u>Residential</u>
	In Contract Minutes	\$0.069	\$0.069
	No Contract Minutes	\$0.075	\$0.075

(D)

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.5 Lingo Value Line

A. Rates and Charges

1. Monthly Recurring Charges

- | | | |
|----|-------------|--------------|
| a. | Residential | \$145.99 (I) |
| b. | Business | \$145.99 (I) |

(T)
|
(T)
(D)

(D)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.5 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

(D)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.5 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

(D)

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9.12 Basic Local Business and Residential Services Rates (Cont'd.)

9.12.5 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

(D)

(D)

2. Lingo Long Distance Rates for Lingo Value Line:

<u>Rate Per Minute</u>	<u>Business</u>	<u>Residential</u>
In Contract Minutes	\$0.069	\$0.069
No Contract Minutes	\$0.075	\$0.075

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9.13 Optional Calling Features Rates

The following Optional Calling Features are offered to Customers on a monthly basis, unless indicated. Customers are allowed unlimited use of each feature. Multi-line Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

9.13.1 Business

A.	Nonrecurring Charge	\$10.00
B.	Monthly Recurring Charge (1)	
	Abbreviated Access, one – digit Shared Speed Call List, each (2)	\$20.00
	Line Arranged, each (2)	\$14.95 (1)
	Abbreviated Access, two – digit Shared Speed Call List, each (2)	\$30.00
	Line Arranged, each (2)	\$14.95 (1)
	Call Forwarding (2)	\$14.95 (1)
	Busy Line (2)	\$14.95 (1)
	Busy Line (3)	\$14.95 (1)
	Busy Line (Expanded) (2)	\$14.95 (1)
	Busy Line (Expanded) (3)	\$14.95 (1)
	Busy Line (External) (2)	\$14.95 (1)
	Busy Line (External) (3)	\$14.95 (1)
	Busy Line (Overflow) (2)	\$14.95 (1)
	Busy Line (Overflow) (3)	\$14.95 (1)
	Busy Line/Don't Answer (Expanded) (2)	\$14.95 (1)
	Busy Line/Don't Answer (Expanded) (3)	\$14.95 (1)
	Busy Line (External) Don't Answer (2)	\$14.95 (1)
	Busy Line (External) Don't Answer (3)	\$14.95 (1)
	Busy Line (Overflow) Don't Answer (2)	\$14.95 (1)
	Busy Line (Overflow) Don't Answer (3)	\$14.95 (1)
	Don't Answer (2)	\$14.95 (1)
	Don't Answer (3)	\$14.95 (1)
	Don't Answer (Expanded) (2)	\$14.95 (1)
	Don't Answer (Expanded) (3)	\$14.95 (1)
	Don't Answer (Programmable) (2)	\$14.95 (1)
	Don't Answer (Programmable) (3)	\$14.95 (1)
	Variable (3)	\$14.95 (1)

(1) – Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscriber.

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.

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9.13 Optional Calling Features Rates (Cont'd.)

9.13.1 Business (1) (Cont'd.)

B. Monthly Recurring Charge (Cont'd.) (1)

Call Rejection (3)	\$14.95 (I)	
Call Transfer (3)	\$14.95 (I)	
Call Waiting (3)	\$14.95 (I)	
Caller ID with Privacy + (2)	\$14.95 (I)	
Caller ID – Name and Number (2)	\$14.95 (I)	
Caller ID – Name and Number (3)	\$14.95 (I)	
Caller ID – Number (2)	\$14.95 (I)	
Continuous Redial (3)	\$14.95 (I)	
Dial Call Waiting (2)	\$14.95 (I)	
Dial Lock (2)	\$14.95 (I)	
Directed Call Pick Up (2)	\$14.95 (I)	
Directed Call Pick Up w/Barge-In (2)	\$14.95 (I)	
Distinctive Alert (2)	\$14.95 (I)	
Do Not Disturb (2)	\$14.95 (I)	
Hot Line (2)	\$14.95 (I)	
Last Call Return (2)	\$14.95 (I)	
Last Call Return (3)	\$14.95 (I)	
No Solicitation (2)	\$14.95 (I)	
Priority Call (3)	\$14.95 (I)	
Remote Access Forwarding (2)	\$14.95 (I)	
Remote Access Forwarding (3)	\$14.95 (I)	
Selective Call Forwarding (3)	\$14.95 (I)	
Speed Calling – 8 (2)	\$14.95 (I)	
Speed Calling – 8 (3)	\$14.95 (I)	
Speed Calling – 30 (2)	\$14.95 (I)	
Speed Calling – 30 (3)	\$14.95 (I)	
Talking Call Waiting (2)	\$14.95 (I)	
Three Way Calling (2)	\$14.95 (I)	
Three Way Calling (3)	\$14.95 (I)	
Warm Line (2)	\$14.95 (I)	
Remote Call Forward	\$69.95	(N)
Remote Call Forward Add'l Path	\$59.95	(N)

(1) – Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.13 Optional Calling Features Rates (Cont'd.)

9.13.1 Business (1) (Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

3 Feature Value Package (1)

	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>
Any three features from the 3 Feature Value Package Feature List below.	\$9.95	\$10.00

3 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding Busy Line/No Answer
Caller ID Name & Number
Call Return
Call Waiting
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

(1) Effective June 17, 2004, these charges are only available to existing subscribers for existing accounts.

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SECTION 9 – SERVICES OFFERED TO FORMER LINGO COMMUNICATIONS NORTH CUSTOMERS (CONT'D.)

9.13 Optional Calling Features Rates (Cont'd.)

9.13.1 Business (Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

7 Feature Value Package (1)

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
Any seven features from the 7 Feature Value Package Feature List	\$15.95	\$10.00

7 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding Busy Line/No Answer
Caller ID Name & Number
Call Waiting with Caller ID Options
Call Return
Call Transfer Disconnect
Call Waiting
Distinctive Ring 2nd and 3rd
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

(1) Effective June 17, 2004, these charges are only available to existing subscribers for existing accounts.

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9.13 Optional Calling Features Rates (Cont'd.)

9.13.2 Residential (1)

A.	Nonrecurring Charge	\$6.00
B.	Monthly Recurring Charge	
	Abbreviated Access, one – digit Shared Speed Call List, each Line Arranged, each	\$14.95 (I)
	Abbreviated Access, two – digit Shared Speed Call List, each Line Arranged, each	\$14.95 (I)
	Call Curfew	\$14.95 (I)
	Call Forwarding	
	Busy Line (Expanded)	\$14.95 (I)
	Busy Line (Overflow)	\$14.95 (I)
	Busy Line (Programmable)	\$14.95 (I)
	Busy Line (Overflow)/Don't Answer	\$14.95 (I)
	Busy Line/Don't Answer (Expanded)	\$14.95 (I)
	Don't Answer	\$14.95 (I)
	Don't Answer (Expanded)	\$14.95 (I)
	Don't Answer (Programmable)	\$14.95 (I)
	Variable	\$14.95 (I)
	Call Rejection	\$14.95 (I)
	Call Transfer	\$14.95 (I)
	Call Waiting	\$14.95 (I)
	Caller ID with Privacy +	\$14.95 (I)
	Caller ID - Name and Number	\$14.95 (I)
	Caller ID – Number	\$14.95 (I)

(1) Effective June 17, 2004, these charges are no longer available to new subscribers

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9.13 Optional Calling Features Rates (Cont'd.)

9.13.2 Residential (2) (Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

Continuous Redial	\$14.95 (I)	
Dial Call Waiting	\$14.95 (I)	
Dial Lock	\$14.95 (I)	
Directed Call Pick Up	\$14.95 (I)	
Directed Call Pick Up with Barge-In	\$14.95 (I)	
Distinctive Alert	\$14.95 (I)	
Do Not Disturb	\$14.95 (I)	
Hot Line	\$14.95 (I)	
Last Call Return	\$14.95 (I)	
No Solicitation	\$14.95 (I)	
Priority Call	\$14.95 (I)	
Remote Access Forward (Call Following)	\$14.95 (I)	
Scheduled Forwarding	\$14.95 (I)	
Selective Call Forwarding	\$14.95 (I)	
Speed Calling – 8	\$14.95 (I)	
Speed Calling – 30	\$14.95 (I)	
Talking Call Waiting	\$14.95 (I)	
Three Way Calling	\$14.95 (I)	
Remote Call Forward	\$69.95	(N)
Remote Call Forward Add'l Path	\$59.95	(N)

9.13.3 Usage Based Calling Features (2)

			Rate
			<u>Per Activation</u>
A.	Call Trace	Business (1)	\$8.00
		Residence	\$8.00
B.	Continuous Redial	Business (1)	\$1.00
		Residence	\$1.00
C.	Last Call Return	Business (1)	\$1.00
		Residence	\$1.00
D.	Three-Way Calling	Business (1)	\$4.00
		Residence	\$4.00

(1) Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

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9.14 Directory Assistance and Listing Services Rates

9.14.1 Directory Assistance

A Directory Assistance Charge applies per Directory Assistance Call. The Directory Assistance Charge applies regardless of whether the Directory Assistance Operator is able to supply the Requested Number.

A.	Dialed direct by customer, each call	\$3.99
B.	Placed from PAL lines, each call	\$0.15
C.	Call connected by a Company Operator, each call	\$3.99

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9.14 Directory Assistance and Listing Services (Cont'd.)

9.14.2 Directory Listings

			<u>Nonrecurring Charge</u>	<u>Monthly Recurring Rate</u>		
A.	Additional Listings	Business	\$22.00	\$8.95	(3)	(I)
		Residence	\$ 8.50	\$7.95	(2)	(I)
B.	Alpha Listing, ea.	Business	\$22.00	\$8.95	(2)	(I)
		Residence	\$ 8.50	\$7.95	(2)	(I)
C.	Client Main Listing	Business	\$22.00	\$8.95	(2)	(I)
		Residence	\$ 8.50	\$7.95	(2)	(I)
D.	Cross Reference Listing	Business		\$8.95	(I)	
E.	Listing Changed to Non-published	Business	\$22.00	\$8.95	(3)	(I)
		Residence	\$ 8.50	\$7.95	(2)	(I)
F.	Listing Changed to Non-listed	Business	\$22.00	\$8.95	(2)	(I)
		Business	\$10.00	\$8.95	(3)	(I)
		Residence	\$ 8.50	\$7.95	(2)	(I)

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9.14 Directory Assistance and Listing Services (Cont'd.)

9.14.2 Directory Listings (Cont'd.)

G.	Foreign Listing	Business	\$22.00	(1)	(2)
		Business	\$10.00	\$8.95	(3) (I)
		Residence	\$ 8.50	\$7.95	(2) (I)
H.	WATS Listing	Business	\$22.00	\$8.95	(2) (I)
I.	Informational Listing	Residence	\$ 8.50	\$7.95	(2) (I)
J.	E-mail Address Listing	Residence	\$ 5.00	\$7.95	(2) (I)
K.	URL Address Listing	Residence	\$ 5.00	\$7.95	(2) (I)
L.	“If No Answer” Listing	Business	\$22.00	\$8.95	(2) (I)
M.	Directory Extra Line Listing	Business	\$22.00	\$8.95	(2) (I)

(1) – The Monthly Recurring Charge is determined by the State in which the listing is situated.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts

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9.15 Operator Services Rates

The Company's Local Operator Assisted Calling is available for use by Presubscribed Customers as well as Transient End Users served from aggregated locations. Calls are billed in one-minute increments with additional per-call charges reflecting the level of Operator Assistance and billing arrangement requested by the Customer.

Calling Card Automated	\$0.80
Station-to Station	
<u>Collect</u>	
Fully Automated (Customer Dialed)	\$2.45
Semi-Automated (Operator Assisted)	\$2.45
Non-Automated (Operator Dialed)	\$3.95
<u>Billed to a Third Number</u>	
Fully Automated (Customer Dialed)	\$2.45
Semi-Automated (Operator Assisted)	\$2.45
Non-Automated (Operator Dialed)	\$3.95
<u>Sent Paid</u>	
Non-Automated (Operator Dialed)	\$3.95
Semi-Automated (Operator Assisted)	\$2.45
<u>Person to Person Service</u>	
Non-Automated (Operator Dialed)	\$6.50
Semi-Automated (Operator Assisted)	\$5.25

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9.15 Operator Services Rates (Cont'd.)

9.15.1 Busy Line Interrupt and Line Status Verification Service

Line Status Verification, per request	\$3.00
Busy Line Interrupt, per request	\$6.00

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9.16 Presubscription Services Rates

9.16.1 Presubscription Changes

After a Customer's initial selection of a Presubscribed Toll Carrier, any change in the Customer's intraLATA or interLATA Carriers will incur a PIC Change Charge under Section 9.1.

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9.17 Miscellaneous Services Rates

9.17.1 Restriction Services

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Toll Restriction	\$30.00	\$9.95 (I)	(1)
Toll Restriction	\$30.00	\$9.95 (I)	(2)
Billed Number Screening	\$12.50	-----	(1)
900/976 Restriction	\$12.50	-----	(1)

9.17.2 Hunting Line Service

The following charges apply to each Standard Local Line Service Line arranged for hunting.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Business	\$10.00	\$ 8.50	(1)
Business	\$17.50	\$19.00	(2)
Residence	-----	\$ 5.00	

9.17.3 Custom Choice (1)(T)(3)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Primary Residence	\$33.00	\$33.95
Additional Residence Lines	\$33.00	\$30.95

9.17.4 [Reserved for future use]

- (1) Effective June 17, 2004, these charges are no longer available to new subscribers
- (2) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.
- (3) Effective September 7, 2010, this product will be billed as Lingo Value Line.

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9.18 Features and Blocks Rates

9.18.1 Monthly Recurring Features

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package.

<u>Feature Description</u>	<u>Business</u>	<u>Residential</u>
3 Way Calling	\$14.95 (I)	\$14.95 (I)
3 Way Calling w/Transfer	\$14.95 (I)	\$14.95 (I)
Accounting Codes	\$16.00	
Call Block	\$14.95 (I)	\$14.95 (I)
Call Forward Busy	\$14.95 (I)	\$14.95 (I)
Call Forward Variable	\$14.95 (I)	\$14.95 (I)
Call Fwd Don't Answer w/RC	\$14.95 (I)	\$14.95 (I)
Call Return	\$14.95 (I)	\$14.95 (I)
Call Tracing	\$14.95 (I)	\$14.95 (I)
Call Waiting	\$14.95 (I)	\$14.95 (I)
Call Waiting w/CID Opt	\$14.95 (I)	\$14.95 (I)
Caller ID	\$14.95 (I)	\$14.95 (I)
Caller ID Block	\$14.95 (I)	\$14.95 (I)
Caller ID Deluxe	\$15.30	\$14.95 (I)
Distinctive Ring	\$14.95 (I)	\$14.95 (I)
Enhanced Caller ID	\$19.55	\$14.95 (I)
Preferred Call Forwarding	\$14.95 (I)	\$14.95 (I)
Remote Access to Call Fwd	\$14.95 (I)	\$14.95 (I)
Repeat Dialing	\$14.95 (I)	\$14.95 (I)
Simultaneous Call Forwarding	\$14.95 (I)	\$14.95 (I)
Speed Call 30	\$14.95 (I)	\$14.95 (I)
Speed Call 8	\$14.95 (I)	\$14.95 (I)

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9.18 Features and Blocks Rates (Cont'd.)

9.18.2 Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis for unlimited use.

	Residential	Business
Three-Way Calling	\$1.25	\$1.25
Call Return	\$1.25	\$1.25
Repeat Dialing	\$1.25	\$1.25
Busy Connect (Per call, per use)	\$0.90	\$0.90
Calling Number Delivery Blocking, Per Call	No Charge	



203 Brookwood Road
Atmore, AL 36502-3513



Amount Enclosed:



Remit to:
Lingo
P.O. Box 660344
Dallas TX 75266-0344



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Welcome to a NEW and improved Lingo! We are excited about our new look and we appreciate your business! Please visit our website at www.Lingo.com to check out our Offers and Promotions. Your online account access has changed with our most recent billing migration. You can access your new online account to make payments or view your invoices and much more by visiting <https://MyAccount.Lingo.Com> - to register, you'll need your phone number, account number and account access code that is located on the first page of your new invoice. Pay your bill by ACH/Wire Recipient: Matrix Telecom, LLC / Bank: Wells Fargo / Routing Number: ABA: 121000248 / Bank Account Number: 2000029862311 You may contact Customer Service at 866.405.4646.

Payment is due upon receipt. Make check(s) payable to Lingo.

[Redacted]
[Redacted]
[Redacted] **A338995**
[Redacted]
[Redacted] **3060**

Summary

Balance Information	
Previous Balance	2.47
Payments Received -	(75.00)
Balance Forward	(72.53)
New Charges	
Recurring Charges	66.28
Taxes and Surcharges	7.74
Total New Charges	74.02
Total Amount Due	\$1.49

Payments

Description	Date	Amount
Payment Received, Thank you!	11/20/21	(75.00)
Subtotal		(\$75.00)

Recurring Charges

Account Charges						
Description	Start	End	Rate	Qty	Amount	
Carrier Cost Recovery Fee	12/01/21	12/31/21	3.97	1	3.97	
Subtotal					\$3.97	

Service Number: 706-549-1811

Description	Start	End	Rate	Qty	Amount
Lingo Basic Plus	12/01/21	12/31/21	44.60	1	44.60
Regulatory Compliance Fee	12/01/21	12/31/21	0.95	1	0.95
Subscriber Line Charge	12/01/21	12/31/21	1.00	1	1.00
National Access Fee	12/01/21	12/31/21	1.95	1	1.95
Facilities Charge	12/01/21	12/31/21	4.81	1	4.81
Call Forward Var w/ remote activation	12/01/21	12/31/21	9.00	1	9.00
Subtotal					\$62.31

Taxes and Surcharges

E-911	1.50
FCC Regulatory Fee (Wireline)	0.02
Fed Universal Service Fund	1.45
Federal Excise Tax	0.27
Sales Tax	3.84
Telecom Relay Surcharge	0.11
Transit Tax	0.55
Subtotal	\$7.74

Management Reports

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
412333073	0.00	0.00	0.00	0.00
706-549-1811	0.00	62.31	0.00	62.31
Total	\$0.00	\$62.31	\$0.00	\$62.31



Thank you for choosing Lingo!

> **HOW TO PAY YOUR BILL**

● **ONLINE:** To manage your account online, go to <https://billcenter.lingo.com> and select the Sign up for an Account option. To register, you will need your customer/account number and your registration code.

● **BYMAIL:** Please detach the payment stub and return with your payment in the enclosed envelope. Make the check payable to **Lingo**. Please write your customer/account number on your check or money order. Do not send cash. Please note that any payments made by check are converted to an electronic funds transfer and by making any payment via check, you agree to the conversion. If mailing a payment without the enclosed envelope, please remit to: **Lingo, PO Box 660344, Dallas, TX 75266**

● **BYPHONE/CREDITCARD:** You can make your payment by Credit Card over the phone by calling **Lingo Customer Service** at 1-866-405-4646. **Lingo** accepts VISA, MasterCard, Discover and American Express.

● **NON-PAYMENT CORRESPONDANCE:** All non-payment correspondence should be mailed to: **Lingo Communications, 203 Brookwood Road Atmore, AL 36502**

Payment is due upon receipt of your invoice. To avoid a late payment charge, payment must be received by the Payment Due Date printed on your bill. A late payment charge of 1.5% plus \$1.50 will be applied to the total unpaid balance that remains after the Payment Due Date.

For information about a transaction on your bill, please call Lingo Customer Service at the number printed on the front of the bill. All requests for investigation must be received within 30 days of the date of the bill on which the problem occurs. Calls to international cellular or audiotext phone numbers will be billed at a higher rate. Most calls are billed to a customer on the next invoice, but occasionally some charges may appear on a later invoice.

> **WHEN TO PAY YOUR BILL**

A fee of \$25.00 will be applied to returned checks.

> **QUESTIONS ABOUT YOUR BILL**

This fee recovers Lingo's cost to reinstate an account that has been suspended or cancelled for non-payment. The fee shall be \$25 per account reactivated.

> **RETURNED ITEMS**

The Universal Service Fund (USF) helps provide affordable telecommunications services for low-income customers and customers in rural areas. It also provides discounts on Internet access for eligible schools, libraries and rural health care providers. The USF Fee is collected from telecommunications carriers and administered by the Universal Service Administration Corporation (USAC). They are responsible for disbursing the funds according to eligibility criteria established by the FCC.

> **WHAT IS THE SERVICE FUND (USF) FEE?**

The Carrier Cost Recovery Fee (CCRF) helps Lingo recover costs associated with providing long distance services. These costs include access charges assessed on Lingo by local telephone companies, regulatory compliance charges, and the cost of terminating calls to international destinations.

> **WHAT IS THE CARRIER RECOVERY FEE?**

A fee used to fund the 9-1-1 telephone network that allows callers to reach a public safety agency when they dial the digits "9-1-1". The amount of fees varies by region and state and is set by state and municipal authorities.

> **9-1-1 FEE**

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

> **TAXES, SURCHARGES AND FEES**

Placing charges on your phone bill for products and services without your authorization is known as "cramming". Switching your long distance service without your permission is known as "slamming". State and Federal law prohibit both of these activities. If you believe you were crammed or slammed you should contact the telephone company that bills you for your telephone service and request that it takes correct action. If the company fails to resolve your request or if you would like to file a complaint, you may write or call the Public Utility Commission.

> **YOUR RIGHTS AS A CUSTOMER**

You may opt out of receiving marketing-related emails or text messages from Lingo by contacting our Customer Service department at 1-866-405-4646. Please refer to our Privacy Policy at www.lingo.com for additional information.

> **PRIVACY POLICY AND OPT-OUT INFORMATION**

Due to further cost increases in providing your telephone service, line rates will be increased by \$2.40 per phone line on your next invoice depending on your plan and service area. If you see increases on your next invoice, then please contact us at (833) 610-5500 for a specialist to review your account for possible savings.

Save time with <https://billcenter.lingo.com>! Manage features, make payments, and view call details at <https://billcenter.lingo.com>. Terms and Conditions can be found at www.lingo.com/terms. Please take notice that accounts with multiple lines are subject to a monthly fee and applicable charges on a per line basis as detailed in the terms and conditions or service schedule for your subscribed plan.

• **E911** VoIP Services: Please be aware that your 911 service will not operate if the following occurs: power outage; service is disconnected by Lingo or otherwise interrupted; move your service to a new address without notifying Lingo. Please contact Lingo or visit Lingo's website for additional details concerning your 911 service.

CA LOCAL SERVICE INFO This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of the presentation date (postmark date). Should you question this bill, please request an explanation from Lingo. If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Services Division (CSD), 505 Van Ness Avenue, San Francisco, CA 94102, or 107 South Broadway, Room 5109, Los Angeles, CA 90012. To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to Lingo pending the outcome of the Commission's Consumer Services Division review. The CSD shall review the basis of the billed amount, communicate the results of the review to the parties and inform you of your recourse to pursue the matter further with the Commission.

CA Federal Subscriber Line Charge

These charges are imposed by action of the Federal Communications Commission. The FCC may be contacted at 445 12th Street, SW, Washington, D.C. 20554 or at 1-888-225-5322

UNIVERSAL SERVICE FUND Charges are imposed by action of the Federal Communications Commission.

The Commission does not prohibit competitive carriers from using discretion in establishing the rate or this charge.

LOCAL NUMBER PORTABILITY Charges are imposed by action of the Federal Communications Commission.

The Commission does not prohibit competitive carriers from using discretion in establishing the rate or this charge.

CT Either initially or upon dissatisfaction with our resolution of your complaint, you may notify the Department of Public Utility Control, Consumer Assistance, 10 Franklin Square, New Britain, CT 06051. The Department may also be reached toll-free within Connecticut at 1-800-382-4586 or (860) 827-2622 from out of state.

MA RIGHT TO DISPUTE YOUR BILL

If for any reason you believe your bill is wrong, you may call or write a Lingo representative and explain the amount you believe to be in error and the reason you believe there has been an error.

If, when you receive the decision of the company representative, you still consider the bill wrong or are not satisfied, you have the right to appeal to the Massachusetts Department of Telecommunications and Cable by calling or writing to the Department to request a hearing.

Call or write: CONSUMER DIVISION DEPARTMENT OF TELECOMMUNICATIONS AND CABLE 1000 Washington Street, Suite 600, Boston, MA 02118. Telephone 617-305-3531 or 1-800-392-6066.

DC Dispute Information

District of Columbia Customer Notice - The Public Service Commission regulates Lingo. Please contact Lingo at the Customer Service toll-free number on your bill with any disputes. If you have an unresolved dispute, you may contact either the Public Service Commission at 1333 H Street, N.W., 2nd Floor, West Tower, Washington, D.C. 20005, telephone number (202) 626-5100, or the Office of People's Counsel, 1133 15th Street, N.W., Suite 500, Washington, D.C. 20005, telephone number (202) 727-3071.

NC You are a subscriber to a bundled local telephone service. Please note that if you do not pay your entire bill for bundled local service, all components of the bundled local service are subject to disconnection.

NY Do you have a complaint regarding your telecommunications service that we haven't been able to resolve? New York State Department of Public Service (DPS) may be able to assist you: www.dps.ny.gov/ complaints or by calling the DPS HELPLINE (800) 342-3377.

OH Ohio Customers Complaints - Customers may contact Customer Service with the service questions and/or complaints at the telephone number listed in this bill. If your complaint is not resolved after you have called Lingo or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or TTY at 800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

OH Residential customers may also contact the Ohio Consumers Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

PA Non-payment of any past due local basic service charges could result in suspension of your local basic service after you receive a separate written notice.

WV Lingo is a utility regulated by the Public Service Commission of West Virginia.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) NOTICE

CPNI is information made available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications services you purchase from us, as well as related billing information. The protection of your information is important to us, and you have the right, and we have the duty, under federal law, to protect the confidentiality of your CPNI. We may share your CPNI among our affiliates to market communications-related products and service to you. CPNI will not be shared with unrelated third parties for their own use. You may choose not to have your CPNI shared for the marketing purposes described above by notifying us by phone, online or through Customer Service. Unless you notify us in one of these ways, we may share your CPNI with authorized companies as described above beginning 30 days after the first time we notify you of this CPNI policy. Your choice will remain valid until you notify us that you wish to change your selection. Your decision about sharing your CPNI will not affect the provision of any services you currently have with us. Note: This CPNI notice doesn't apply to the residents of the state of Arizona.



Dear Valued Lingo Customer,

Our underlying facility costs associated with your services have dramatically increased to provide copper phone line service at the location of this account. As such, there will be an increase to your monthly recurring charges (MRC's). Per the Terms & Conditions of your services, we are providing you with thirty (30) days written notice of this increase. Beginning with your January 2022 invoice, there will be an increase of \$19.26 per line. To avoid this increase and reduce your bill even further, you can upgrade off your legacy copper services to newer technology which is lower cost and extremely efficient service!

Please call 888-445-4646 and speak with a Lingo representative to convert to an upgraded technology and save money!

Cloud UC

Lingo's Cloud UC product is an essential communications tool for businesses in the current time where there is a need for flexible/mobile office set up.

- ✓ Cloud UC
- ✓ Auto Attendant
- ✓ Lingo Mobile App
- ✓ Web Phone
- ✓ Voicemail to Email
- ✓ Unlimited Local and Long-Distance Calling
- ✓ Music on Hold
- ✓ Over 50 More Advanced Business Phone Features



CALL US TODAY!

 (888) 445-4646