

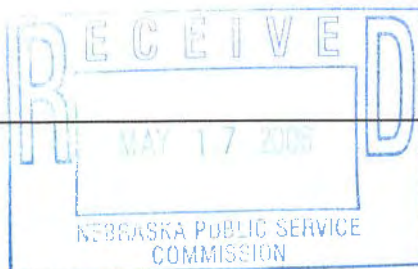
**CHECK SHEET**

The sheets of this tariff are effective as of the date shown at the bottom of each respective sheet. Original and revised sheets as named below comprise all changes from the original tariff that are currently in effect as of the date at the bottom of this sheet.

<u>SHEET</u>	<u>REVISION NUMBER</u>	<u>SHEET</u>	<u>REVISION NUMBER</u>	<u>SHEET</u>	<u>REVISION NUMBER</u>
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**TARIFF FORMAT**

**Page Numbering.** Page numbers appear in the upper right hand corner of the sheets. Pages are numbered sequentially. From time to time new pages may be added to the tariff.

**Page Revision Numbering.** Revision designations also appear in the upper right corner of pages. These designations are used to determine the most current page version on file with the Commission. For example, the 1<sup>st</sup> Revised Sheet 1-2 cancels the Original Sheet 1-2.

**Check Sheets.** When a tariff filing is made with the Commission, an updated check sheet accompanies 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 the revision. All revisions 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 one on file with the Commission.

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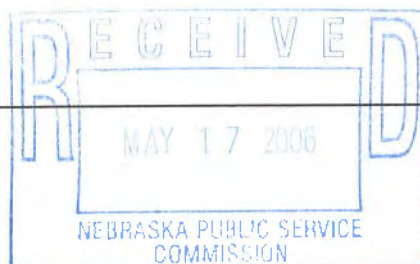


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Explanation of Symbols. When changes are made in any tariff page, a revised page will be issued replacing the tariff page affected. Changes will be identified on the revised page through the use of the following symbols:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a matter relocated without change.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text only - no change in rate, treatment or regulation.
- (Z) Signifies a correction.

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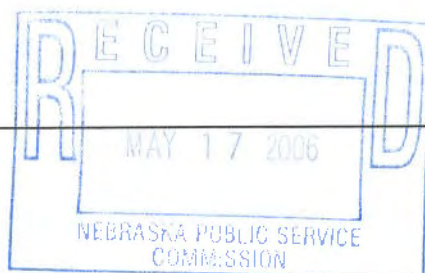


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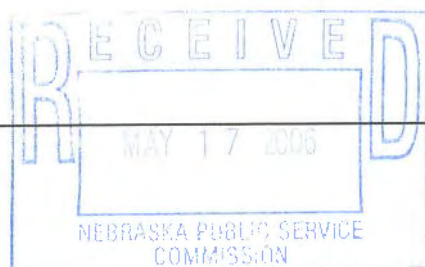


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**SECTION NO. 1. GENERAL**

**1.1 PURPOSE OF THE COMPANY**

Mainstay Technologies, LLC, a Nebraska limited liability company, hereinafter referred to as the Company, is a competitive local exchange carrier authorized to provide local exchange service by the Nebraska Public Service Commission. The Company's business office is located in Henderson, Nebraska. The Company undertakes to furnish telecommunication services in accordance with its Tariff on file with the Nebraska Public Service Commission.

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**SECTION NO. 1 GENERAL (cont'd)**

**1.2 EXCHANGE AREA DESCRIPTION**

**1.2.1 EXCHANGE AREAS**

The exchange areas of the Company include all exchanges approved by the Nebraska Public Service Commission in the Company's competitive local exchange carrier application.

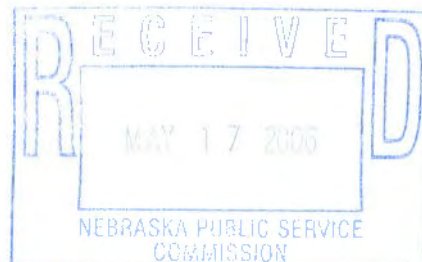
**1.2.2 EXTENDED AREA SERVICE**

EAS allows customers in a given exchange to make calls to and receive calls from one or more other exchanges, without toll charges.

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**SECTION NO. 1 GENERAL (cont'd)**

**1.3 TARIFF**

**1.3.1 TARIFF APPLICABILITY**

- A. The rules, regulations and rates contained in this Tariff apply to the general public located within the certified service area of the Company and to all services rendered by the Company included in the Tariff. The Company also provides services in other tariffs or as provided in a special contract between the Company and a Subscriber.
- B. This Tariff relates only to the Company's continuing or future obligation to provide facilities or services. The Company may provide similar services or facilities not subject to regulation by the Commission as a matter of private contract. Any such offerings shall be subject to the provisions of private contracts rather than subject to the provisions of this Tariff.
- C. This Tariff cancels and supercedes all other local and general exchange tariffs of the Company issued and effective prior to the effective dates shown on the individual sheets of this catalog.

**1.3.2 INSPECTION OF THE COMPANY'S SERVICE CATALOG**

Copies of these rules and regulations, together with rate schedules, are on file for inspection at the office of the Company during normal business hours. The Company will allow anyone to inspect its effective tariffs.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS**

As used throughout this service catalog, the following definitions of terms shall apply.

ACCESS LINE - The telecommunication line from the central office switching point up to and including termination on the customer's premises in either a terminal block, jack or other point of termination.

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

AIRLINES MILES - The number of miles between two points calculated by using the shortest distance between two points involved.

APPLICANT - An individual, firm, corporation, partnership, institution, association or organization, whether public or private, applying for or requesting provision of telecommunication service in accordance with this service catalog.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telecommunication service is located and who may communicate over such service in accordance with the terms of this service catalog.

BASE RATE - A rate for any form of exchange service which does not include mileage or other incremental charges.

BUSINESS OFFICE - The office of the Telephone Company which handles Subscriber billing, collections and applications for service.

BUSINESS TELEPHONE SERVICE - Telecommunications service provided to firms, corporations, agencies, partnerships, associations and other institutions, public or private, whose base concern is the conduct of business, or the fulfillment of a public responsibility,

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

and which are normally engaged in the acts of commerce. One indication of business service is the reference to a user's phone number in public advertising of a business nature.

CENTRAL OFFICE - The location of a Telephone Company's switching equipment and where an individual telecommunication line may be switched to another.

CENTRAL OFFICE EXCHANGE - The territory served by a central office or a group of central offices, any one of which may serve any part of the exchange.

CENTREX SERVICE - A Central Office based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises.

CERTIFICATED SERVICE AREA - Telecommunication Company service area, as approved by the Nebraska Public Service Commission.

CHANNEL - A path for communications between two or more customer premises or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telecommunication services.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as business, residence, public and semi-public.

COMMISSION - The Nebraska Public Service Commission.

COMMISSIONS - A percentage of collections paid as a fee in consideration of service rendered to the Company.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

COMPANY - Mainstay Technologies, LLC

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom communicating traffic is interchanged.

CONSTRUCTION - All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to Subscriber.

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of that contemplated under the rates quoted in the service catalog.

CONTIGUOUS PROPERTY - The land, including any building or buildings thereon, and where there is general access without the necessity of crossing land used publicly or privately by others.

CONTRACTS, SPECIAL - The agreement between the Company and a subscriber for the furnishings of Company service in instances where all or a part of this service catalog does not apply.

COST - The cost of labor and materials, and appropriate amounts to cover the Company's general operating and administrative expenses, a return on investment and any other specific items of expense that may be associated with the facility provided.

CUSTOMER - The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Company. (See Subscriber)

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM) - Any wiring, device or apparatus provided by the customer for which complete ownership and maintenance responsibility resides with the customer. The Company's liability is limited to interconnection in accordance with the rules and regulations outlined elsewhere in this service catalog or as provided under a separate written agreement.

DIRECTORY LISTING - Information contained in the Company-owned telephone directory, including reasonable advertising, whereby telephone users may ascertain the telephone number of other Subscribers.

DISCONNECTION - Discontinuance of telecommunication service made at the request of Subscriber or at the option of the Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Company may be made immediately available for use by another Subscriber.

DROP WIRE - Wires between a cable terminal and the point of entrance to the building in which Subscriber's telephone service is located.

EMERGENCY - A situation or condition which demands immediate attention and requires substantial change from the normal conduct of Company business, and which left unattended could seriously threaten the public safety.

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

EXCHANGE - A unit established by the Company for the administration of communication service in a specified area. It consists of one or more central offices together with associated plant used in furnishing access line service in the area.

EXCHANGE AREA - The territory served by an exchange as specified in the service catalog.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

EXCHANGE MESSAGE - A completed telecommunication between exchange stations in the same local service area.

EXCHANGE SERVICE - The telecommunication service provided within a local calling area, or exchange area, in accordance with this catalog.

EXTENDED AREA SERVICE - Interexchange telephone service generally furnished between one or more Exchange Areas without toll charges.

EXTENDED AREA SERVICE RATE - The monthly charge applied to all telephone lines that have interexchange service to nearby communities without long distance charges.

FLAT RATE SERVICE - The type of exchange service furnished at a stipulated monthly rate, with an unlimited number of calls within a specified local service area.

INDEBTED HOUSEHOLD - Two or more people living together at least one of whom is indebted to the Company for service previously rendered.

INSIDE WIRING - Cable, wiring and jacks on the Subscriber side of the point of demarcation.

INSTALLATION - Any activity required by the Company in order to initiate, rearrange, delete or otherwise provide or modify service of facilities for use by the general public.

INSTALLATION CHARGE - See Service Charges.

INTERCONNECTION - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

JOINT USER - An individual or concern authorized by the Company and Subscriber to share in the use of a Subscriber's business telephone service.

LINE EXTENSION - The outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities.

LOCAL CHANNEL - That portion of a channel which connects a station to an interexchange channel or a channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE - Telephone communications within a local service area in accordance with the provisions of the Company's catalog.

LOCAL MESSAGE - A communication between a customer and any other customer within the local service area of the calling station.

LOCAL SERVICE AREA OR EXTENDED LOCAL SERVICE AREA - That area throughout which an exchange service Subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

LOCAL TELEPHONE SERVICE - Exchange service available within the exchange area for communication between Subscribers located within that exchange area only.

MESSAGE - A completed customer telephone call.

MILEAGE CHARGE - The additional charge for exchange telephone service based upon distance measurement for the service furnished.

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

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

NETWORK ACCESS POINTS - A connector, outlet, or wiring termination on a customer's premises which affords connection to the services of the Company.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NON-LISTED NUMBER - A telephone number which is not listed in the directory, but which may be available from directory assistance.

NON-PUBLISHED NUMBER - A telephone number that is not listed in the directory, and is not available to the public.

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

NORMAL WORKING SITUATIONS - Those situations which can be reasonably anticipated by the Company, planned for in advance, and handled as part of the usual day-to-day operations, without requiring substantial deviation from standard operating practices.

OFF-PREMISES SERVICE - Service which connects stations located at customer locations on non-contiguous property to the customer's access line.

ONE-PARTY SERVICE - A grade of exchange service furnished by means of an access line arranged to serve one customer.

PAY TELEPHONE SERVICE - Telephone service provided to the general public or semi-public places by means of a telephone coin box arrangement which requires deposit and collection of coins for completion of a local telephone message. Public telephone service is provided in locations selected by the Company.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

PAY PER CALL SERVICES (900 SERVICES) - Telecommunications services (a) which permit simultaneous calling by a large number of persons to a single telephone number, (b) for which the consumer is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a pre-subscription relationship, and (c) for which the consumer pays a per-call-interval charge that is greater than or in addition to the charge for the transmission of the call.

PERMANENT DISCONNECT - Termination of telecommunication service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections or service become immediately available to the Company to satisfy other service requirements.

POINT OF DEMARCATION - Point of connection owned by the company to which customer inside wire is attached.

PREMISES - Denotes the contiguous property (except railroad right of way, etc.) occupied by a customer or authorized user containing one or more buildings and is not separated by a public highway.

PRIVATE BRANCH EXCHANGE SYSTEM - A private branch exchange system is an arrangement of equipment, owned or contracted for by a Subscriber, consisting of automatic switching apparatus with attendant's telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for communication between these stations, and also communication with the general exchange system. Throughout this Service Catalog, the commonly used abbreviation "P.B.X." will be substituted for the words Private Branch Exchange.

PRIVATE CONTRACTS - The agreements between the Company and a customer for the furnishing of service in instances where all or part of this catalog does not apply.

PRIVATE LINE DEDICATED CIRCUIT - A circuit is provided to a Subscriber which is not

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

connected to the switching equipment of the Company and is utilized only by that Subscriber.

PUBLIC PAY TELEPHONE SERVICE - A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the pay-station may be of a coinless nature intended for collect, calling card, or third number billing purposes.

RESIDENTIAL TELEPHONE SERVICE - Telecommunication service furnished to a home, personal quarters or residence used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multi-family apartments or hotels where a landlord or manager is responsible for payment to the Company.

SAME HOUSEHOLD - Those who dwell as a family under one roof, including relatives, participating in the common use of such facilities such as dining room, kitchen, living room, etc. Premises occupied by any group functioning in the same manner as a family are also considered as the same household.

SEMI-PUBLIC PAY TELEPHONE SERVICE - Exchange service designed for use of the customer and the public at locations somewhat public in character and involving a stipulated charge for each outgoing local message. A coin collecting device is provided for immediate collection of charges for each outgoing local and toll message.

SERVICE CHARGES - The non-refundable charges that apply to customer initiated requests for the establishment of a class of telephone service, for the subsequent changes to that service, for reconnecting service which has been temporarily disconnected for non-payment, or for the establishment of other miscellaneous services.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

SERVICE, GRANDFATHERED - Services no longer offered to new Subscribers. Existing Subscribers may continue service until moves or changes or service occur.

SINGLE LINE - A single access line serving a residence or business establishment.

SPECIAL ASSEMBLIES - Customized service which has limited application to other Subscribers. Such service will be priced on an individual case basis.

STATION - Each telephone instrument location, whether main or additional, on the premises of a customer or authorized user.

SUBSCRIBER - The person or organization in whose name service is furnished.

SUBSCRIBER SERVICE OFFICE - See Business Office

SWITCH - A unit of dial switching equipment which provides interconnection between access lines.

TARIFF - The entire embodiment of the rules, regulations, definitions and charges under which service is provided within the exchange area of the Company.

TELECOMMUNICATIONS SERVICES - The provision of facilities for the transmission and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves or any other kind of energy, force variations or impulses, whether conveyed by cable, wire, radiation through space, or transmitted by means or other media within a specific area or between designated points.

TELEPHONE COMPANY - Mainstay Technologies, LLC (See Company)

TEMPORARY DISCONNECT - A short-term suspension of telecommunication service. Such disconnections may be made at the request of Subscriber or on the initiative of the Company in accordance with the rules and regulations of this catalog.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

TEMPORARY SERVICE - The short-term or occasional service contracted for, where the duration can be determined in advance of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures, or other enterprises of a limited duration.

TERMINATION CHARGE - A special charge applied under certain conditions defined in a special contract with the Subscriber when service is terminated by the Subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the Subscriber.

TIE LINE - A circuit connecting two customer systems for the purpose of interconnection between the customer systems.

TIE LINE MILEAGE - The measurement on which the rates for tie lines are based.

TOLL LINE - A circuit used exclusively for the transmission of telecommunication service between points located in different exchange areas where specific charges for each such message are applicable.

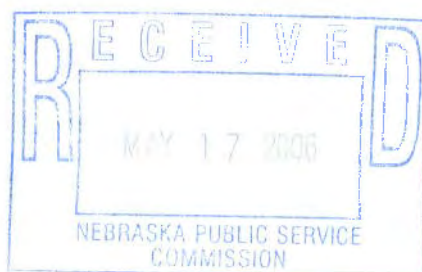
TOLL MESSAGE - A completed telephone call or telephonic communication between an exchange customer and another customer not located within the same local service area as the calling customer.

TOLL RATE - The initial period charge prescribed for all toll messages based upon the duration of the call, distance between exchanges, and the time of day and day of the week.

TOLL SERVICE - Telecommunication service between exchanges or locations for which a toll rate is charged.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 DEFINITIONS (cont'd)**

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

UNLISTED NUMBER - See Non-Listed Number.

UNPUBLISHED NUMBER - See Non-Published Number.

USER - The user of a service regardless of the identity or location of the Subscriber or customer of the service.

WATS (WIDE AREA TELEPHONE SERVICE) - The furnishing of inward or outward switched telephone communications service between a customer station associated with a WATS access line and specified service areas or bands.

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**SECTION NO. 1. GENERAL (cont'd)**

**1.4 EXPLANATION OF SYMBOLS USED IN THE SERVICE CATALOG**

- (C) Signifies a change.
- (D) Signifies deletions.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a matter relocated without change.
- (N) Signifies a new rate, treatment or regulation.
- (Z) Signifies a correction.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS**

**2.1 PROVISION OF SERVICE**

**2.1.1 DESCRIPTION OF SERVICE**

The Company undertakes to provide the Services offered in this Tariff on the terms and conditions and at the rates and charges provided for in this Tariff.

Local Exchange Services consist of one-way or two-way telecommunications services and features among points within the Local Service Area. The Company is responsible under this Tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

**2.1.2 APPLICATION OF BUSINESS AND RESIDENCE RATES**

**A. Business Rates Apply at the Following Locations:**

1. In offices, stores, factories, mines and all other places of a strictly business nature.
2. In boarding houses, except as noted under B-2, offices of hotels, halls, and apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools, colleges, hospitals, libraries and other similar institutions where usage is for administrative purposes.
3. At residence locations when the Subscriber has no regular business telephone service and the use of the service either by himself, members of his household or his guests, or parties calling him can be considered as more of a business than of a residence nature which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens or other advertising matter, such as on vehicles, etc., or when such

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.1.2 APPLICATION OF BUSINESS AND RESIDENCE RATES (cont'd)**

business use is not such as commonly arises and poses over to residence telephone service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

4. In any location where the listing of service at that location indicates a business, trade or profession.
5. Any location where the Company's facilities are connected to a pay phone.

**B. Residence Rates Apply at the Following Locations:**

1. In private residence where business listings are not provided.
2. In private apartments or hotels, rooming houses, churches, or boarding houses where service is confined to the Subscriber's use.
3. In the place of residence of a clergyman or nurse, and in the place of residence of physician, surgeon or other medical practitioner, dentist or veterinary, provided the Subscriber does not maintain an office in the residence.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS**

**2.1.3 APPLICATION FOR SERVICE**

- A. Applications for service may be made verbally to the Company. Applicants for service may be required to pay at the time application is made, all charges accruing for the first billing period for exchange service, the service connection charge if applicable, or a deposit. Any change in rates, rules or regulations contained in this Tariff shall act as a modification of the contract, without further notice.
- B. Requests from Subscribers for additional service may be made verbally, if the original contract provides for such additional service as may be ordered and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

**2.1.4 CREDIT AND DEPOSITS**

A. Establishment of Credit

The Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Company, doubtful. In order to insure the payment of all charges due for its service, the Company may require any Subscriber to establish and maintain his credit in one of the following ways:

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.1.4 CREDIT AND DEPOSITS (cont'd)**

**A. Establishment of Credit (cont'd)**

1. By furnishing references acceptable to the Company;
2. By providing a suitable guarantee in writing, in form prescribed by the Company;
3. By means of a cash deposit.

**B. Amounts of Deposits**

The amount of deposit required for the purpose of establishing a Subscriber's credit shall not normally exceed his estimated bill for exchange service and toll charges for two months service. The Company may require the Subscriber to increase the amount of the deposit at anytime if, in its opinion, the charges billed against the Subscriber are found to warrant such an increase.

**C. Deposit Not to Affect Regular Collection Practices**

The fact that a deposit has been made shall in no way relieve the applicant or Subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills upon presentation; nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company for services rendered. The Company may discontinue service to any Subscriber failing to pay current bills without regard to the fact that such Subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.1.4 CREDIT AND DEPOSITS (cont'd)**

D. Interest to be Paid on Deposits

Interest will be paid by the Company on deposits made for the purpose of establishing credit as per Nebraska Public Service Commission Rules and Regulations.

E. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish credit, as authorized above, within five days after the Company has serviced or mailed notice requiring the Subscriber to do so.

F. Reconnection Service Charge

Where service has been discontinued for failure to establish credit as authorized above, the non-pay reconnection charge will be made and collected by the Company.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.2 MINIMUM CONTRACT PERIODS**

- A. Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.
- B. The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the Subscribers to the day the succeeding directory is first distributed to Subscribers.
- C. The Company may require a contract period longer than one month at the same location in connection with special (non-standard) types of arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra costs.

**2.3 DISCONTINUANCE OF SERVICE**

- A. The Company may discontinue service to any customer not abiding by or adhering to the rules and regulations of this Tariff. Specifically, the Company may disconnect service for any of the following reasons:
  - 1. Failure to pay for services rendered subsequent to proper notice.
  - 2. Request for service or delinquency in payment for service at an indebted household, unless a customer in the indebted household to whom service is provided and billed has made prompt payment for such service.
  - 3. Without notice in the event of customer use of equipment in such a manner as to adversely affect the access line service to others.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.3 DISCONTINUANCE OF SERVICE (cont'd)**

4. For violation of or non-compliance with the Commission's regulations governing access line service supplied by the Company.
  5. Any violation of or noncompliance with this Tariff, which is filed with the Commission.
  6. Without notice in the event of tampering with the equipment furnished and owned by the Company.
- B. Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
1. In the case of service for which the minimum contract period is one month, the termination charges will total the balance due for the month.
  2. In the case of directory listings where the listing has appeared in the directory, the termination charges will total all charges due through the end of the directory period.
  3. Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new Applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original Subscriber.
- C. Service may be terminated after the expiration of the initial contract period, upon the Company being notified and upon payment of all charge due to the date of termination of the service.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE**

**2.4.1 GENERAL**

- A. The Subscriber shall pay for services and facilities monthly in advance - except Departments, Administrations and Agencies of the Federal, State, County, Township or Municipal Governments and shall pay for Toll Messages and moves and changes when billed. Failure to receive a bill does not relieve the Subscriber of the responsibility for payment in accordance with the provisions set forth herein.
- B. All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Company, or an authorized collection agency, by the 10<sup>th</sup> day of the month or the first business day following the 10<sup>th</sup> of the month, when the 10<sup>th</sup> falls on a Saturday, Sunday or holiday, in which the bill is rendered.
- C. When warranted, in the judgment of the Company, special toll bills may be rendered. In such cases, the amount billed is due and payable on demand.
- D. In the event of failure by the Subscriber or those responsible to pay any regular bill by the 10<sup>th</sup> day of the month or the first business day following the 10<sup>th</sup> day of the month, when the 10<sup>th</sup> falls on a Saturday, Sunday or holiday, in which the bill is rendered or to promptly settle special toll bills, the Company may restrict access to long distance dialing, 1+, 0+, 0-calls without further notice at any time during such default. Bills remaining unpaid at the 10<sup>th</sup> day of the following month will then be disconnected from local service. In special circumstances, the Company may completely discontinue service without further notice at any time during such default. Service need not be restored unless or until all amounts due at the day of payment are paid in full including the payment of service charges.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE (cont'd)**

**2.4.1 GENERAL (cont'd)**

- E. No allowance will be made for loss of service during the period service is disconnected if payment is made and service reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate the service, it may at the option of the Company be re-established only on the basis of a new application.
- F. The Subscriber is held responsible for all charges for telephone service rendered, both exchange and toll, including charges for toll messages on which the charges have been reversed.

**2.4.2 ADVANCE PAYMENTS**

Applicants may be required to make advance payments to cover all or a portion of the exchange service, service connection charges, installation charges, and special construction charges.

**2.4.3 CREDIT FOR LOCAL SERVICE OUTAGES**

If service is interrupted for more than 72 hours other than by the negligence or willful act of the Subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case attach to the Company on account of interruptions in service.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE (cont'd)**

**2.4.4 SPECIAL TAXES, FEES, SURCHARGES AND CHARGES**

When any municipality, governmental authority, other political subdivision or local agency of government collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee or any other fee, tax or surcharge, such taxes and fees shall, insofar as practicable, be billed pro rata to the exchange customers receiving service within the territorial limits of such municipality, other political subdivision or local agency of government.

**2.5 EQUIPMENT AND CONNECTION**

**2.5.1 GENERAL**

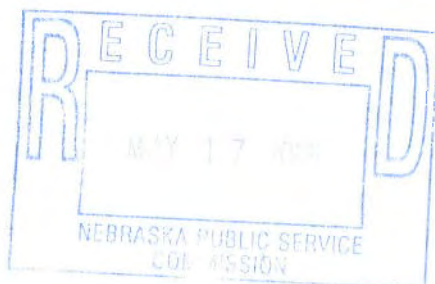
**A. Ownership and Use of Equipment**

If equipment, instruments, and lines furnished by the Company are located on the premises of a Subscriber property, the Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines shall not be used for performing any part of the work of transmitting, delivery or collecting any message where any toll or consideration has been or is to be paid by any party other than the Company, without the written consent of the Company.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

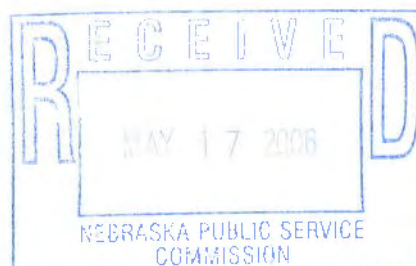
**2.5 EQUIPMENT AND CONNECTION (cont'd)**

**2.5.1 GENERAL (cont'd)**

**B. Attachments or Connections**

1. All connections of equipment will be made through standard jacks and through standard plugs. The jack will be of modular design as prescribed by the FCC and must be wired so that there will be no interference to the rest of the service if the plug is withdrawn.
2. All customers who purchase their own equipment will advise the Company, upon request, of its presence, registration number, its ringer equivalence number, and the lines to which the registered equipment will be connected.
3. A customer who fails to notify the Company of connection of grandfathered or registered terminal equipment or protective circuitry is otherwise in violation of applicable laws, rules and regulations and will be subject to discontinuance of service.
4. The use of customer provided circuitry or terminal equipment shall not require change in, or alteration of, the equipment or other facilities of the Company. If any such circuitry or terminal equipment is found defective, its use shall be immediately discontinued until correction is made.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.5 EQUIPMENT AND CONNECTION (cont'd)**

**2.5.2 TROUBLE REPORTS FROM CUSTOMERS WITH CUSTOMER OWNED EQUIPMENT**

When the Subscriber requests a service call for repairs (when the Subscriber owns all or part of the terminal equipment) and the Company's facilities are found not to be causing the trouble, a trouble location charge for time and materials will be applied.

**2.6 COMPLAINTS**

- A. Customer complaints against the Company shall be made first directly to the Company. The Company shall allow complaints to be accepted and processed in a simple manner and form. Every complaint shall be promptly investigated in a fair manner and the results reported to the complainant. If the report of the investigation is made orally, the Company shall provide the complainant, upon request, the report in writing. If the Company fails to resolve a complaint to the satisfaction of the complainant, the Company shall, upon request, inform the complainant of the availability of the Commission to review the Company's investigation, and the Company shall provide the complainant with the address and telephone number of the Commission:

Nebraska Public Service Commission  
300 The Atrium, 1200 "N" Street  
P.O. Box 99927  
Lincoln, NE 68509-4927  
(402) 471-3101 or (800) 526-0017

- B. The Company shall refrain from suspending or terminating service for non-payment during the pendency of a complaint before the Company or the Commission, unless otherwise provided by the Commission; provided, however, that as a condition of continued service during the pendency of such dispute, a customer shall pay the undisputed portions of any bill for service.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY**

**2.7.1 GENERAL**

A. Availability of Facilities

The Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonably expense, suitable facilities and rights for the construction and maintenance of the necessary lines, circuits and equipment.

B. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in the Company's tariff, is borne by the Company. The Subscriber agrees to take good care of the instruments and all accessories. The Subscriber is held responsible for the cost of replacing equipment destroyed, or for the cost of restoring the equipment to its original condition, when the damage is other than ordinary wear and tear due to negligence of the Subscriber.

C. Telephone Numbers

The Subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Company may change the telephone number of the central office designation, or both, of a Subscriber whenever it deems it advisable in the conduct of its business to do so.

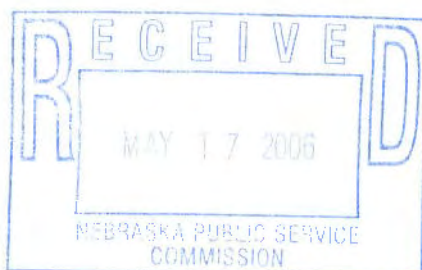
D. Telephone Directories

1. Distribution

The Company provides directory information to a directory provider and the directory provider will furnish to the

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY (cont'd)**

**2.7.1 GENERAL (cont'd)**

Company's Subscribers, without charge, directories as the directory provider deems necessary for the efficient use of service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

**2. Ownership and Use**

The directories regularly furnished to Subscribers are the property of the directory provider and are provided to Subscribers only as an aid to the use of the telephone service. The Company shall have no liability or obligation based upon the actions or inactions of directory provider.

**E. Use of Profane Language or Impersonation of Another**

The Company may refuse to furnish or may deny telephone service to any persons, firm or corporation, who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

**F. Governmental Objections to Service**

The Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

**G. Tampering with Equipment**

The Company may refuse to furnish or deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment which shows any evidence of tampering, manipulation or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY (cont'd)**

**2.7.2 LIMITS OF LIABILITY**

**A. Limitation of Liability**

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks associated with the service except as follows:

1. If the initial installation is defective or if service is interrupted for any cause, other than by the negligence or willful act of the customer, the entire liability to any person for interruption or failure of any call, including an emergency call, shall be limited to an allowance, at the minimum rate for the telephone facilities and class of service at the time of the installation or interruption, the time such outage continues after notice and demand to the Company, if the outage lasts for a period of time longer than 24 hours and unless such outage is due to the inside wiring or customer premises equipment. No other liability shall, in any case, attach to the Company. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of the Service or any part thereof, whether caused by negligence of the Company or otherwise shall not exceed the greater of \$100.00. All claims, except claims associated with the Company's gross negligence or willful misconduct, are subject to these limitations.
2. Under no circumstances is the Company liable for any consequential damages for any claim.
3. In the case of interruption to any interexchange service (private line, WATS, etc.), allowance for message toll service used by the customer, during the period of interruption will be made at the regular message toll rates.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY (cont'd)**

**2.7.2 LIMITS OF LIABILITY (cont'd)**

**B. Use of Connection Company Lines**

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other Companies, the Company is not responsible or liable for any action of the Connecting Company.

**C. Hazardous Locations**

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

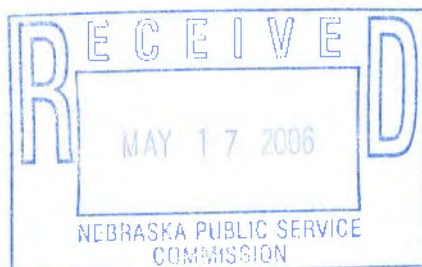
**D. Transmitting Messages**

The Company does not transmit messages but offers the use of its facilities for communications between patrons. If, because of transmission difficulties, the operator, in order to accommodate the Subscriber, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between Subscribers because of the errors.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY (cont'd)**

**2.7.2 LIMITS OF LIABILITY (cont'd)**

**E. Directory Errors and Omissions**

1. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or publications of such errors in the official Company directory, nor will the Company be a party to controversy arising between Subscribers or others as a result of listings published in its official Company directories. Claims for damages on account of interruptions to service due to errors or omissions in official Company directory listings will be limited to a pro rate ratio abatement of the charge for such of the Subscriber's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.
2. In the case of directory listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

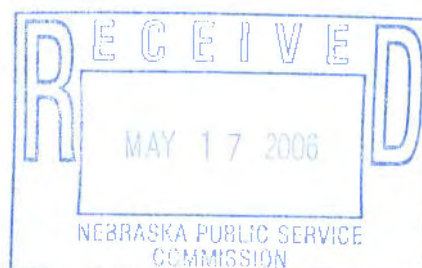
**F. Defacement of Premises**

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

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.7 RESPONSIBILITY OF THE COMPANY (cont'd)**

**2.7.2 LIMITS OF LIABILITY (cont'd)**

**G. Adjustment of Charges**

In the adjustment of charges of overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to the overbilling for a twelve month period.

**2.8 RESPONSIBILITIES OF SUBSCRIBERS**

**2.8.1 GENERAL**

**A. Payment for Service**

The Subscriber is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in these General Rules and Regulations. The Subscriber is held responsible for all charges for telephone service rendered at this telephone, both exchange and toll, including charges for toll messages on which the charges have been revised.

**B. Maintenance and Repairs**

The Subscriber agrees to notify the Company promptly in writing whenever alterations of premises owned or leased by him will necessitate changes in the Company's wiring or equipment or service, and the Subscriber agrees to pay the Company's current charges.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.9 CONSTRUCTION AND LINE EXTENSION POLICY**

**2.9.1 GENERAL**

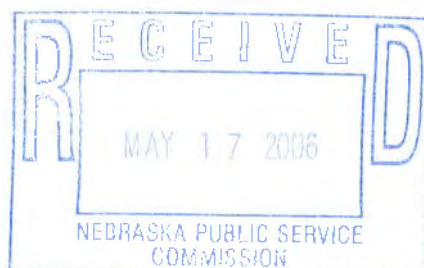
- A. Construction charges, in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service requested, an unusual investment or expense will be required, as for example:
1. The facilities are requested in a remote or undeveloped section outside the base rate area.
  2. Conditions require the provision of special equipment or unusual methods of plant construction, installation or maintenance.
  3. The customer's location requires the use of costly private right-of-way.

**2.9.2 POLICIES**

- A. Title to all construction, provided wholly or partly at a customer's expense is vested in the Company.
- B. "Cost" is defined as the cost of labor and materials including the usual supervisory expenses.
- C. The customer is required to pay construction charges as made by another company providing facilities connection with the facilities of the Company.
- D. Facilities placed on private property to be used as a part of the standard distributing plan serving Subscribers in general are furnished, maintained, and owned by the Company, subject to such construction charge as may be applicable.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.9 CONSTRUCTION AND LINE EXTENSION POLICY (cont'd)**

**2.9.2 POLICIES (cont'd)**

- E. Circuits on private property are furnished, owned and maintained by the Company.
- F. Where required by the conditions, applicants shall provide, without expense to the Company, private right-of-way parallel to the public right-of-way.
- G. Line extensions are further subject to the regulations specified in the Tariffs of this Company, which Tariffs as they now exist or as they may be revised, added to or supplemented by superseding issues are hereby made a part of this service catalog.

**2.9.3 OUTSIDE PLANT CONSTRUCTION**

- A. Under normal conditions, the Company, without charge, will extend its lines to reach applicants within the exchange service area, provided either of the two following conditions are satisfied:
  - 1. Service to such applicant or applicants will not reduce the existing overall density of the System; or
  - 2. The cost of constructing the required line extension will not exceed seven times the estimated annual exchange revenue from such applicant or applicants.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.9 CONSTRUCTION AND LINE EXTENSION POLICY (cont'd)**

**2.9.4 CONSTRUCTION CHARGES**

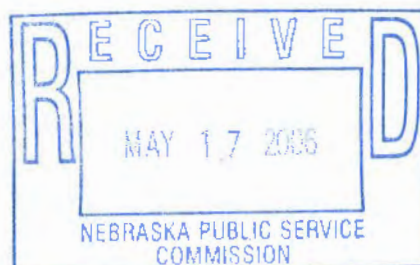
- A. If for a line extension, the requirements of an applicant or group of applicants exceeds the above, a construction charge is made for the facilities in excess of the allowances specified under 2.9.3A.2. The construction charge for line extensions is apportioned equally among all applicants of a group.
- B. Plant extensions to provide service on a basis other than as covered above require the payment of construction charges as determined from the conditions.

**2.9.5 PAYMENTS**

- A. The construction charge assessed an applicant or applicants for facilities in excess of the allowance shall be paid in advance.
- B. Payments for line construction are not refundable and no credit will be allowed for future installation on line extensions constructed under the above regulations.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.10 SPECIAL CONSTRUCTION**

- A. All rates and charges set forth in this service catalog are for the provision of service and facilities in normal locations and under normal working conditions, as defined by the Company.
- B. When special installation, construction or modification of facilities, operations or services are required, or when other unusual service is performed, additional charges may apply and will be developed as such conditions require. Special charges may arise when, at the request of the Subscriber, the Company constructs or installs facilities in order to provide service, or undergoes significant changes in operation to provide the requested service, and
  - 1. There is no general requirement for the facility or service other than that of the Subscriber requesting the facility or service, or
  - 2. The facilities or service area are of a type other than that which the Company would normally provide, or
  - 3. The Company must purchase, construct or otherwise incur greater expense to provide the requested facilities or service than it would otherwise deem necessary in order to fulfill the initial service requirement, or
  - 4. The Company is required to expedite service at a greater expense than that which it would otherwise incur, or
  - 5. The Company constructs or provides temporary facilities or service for a period during which permanent facilities are under construction or not required.

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**SECTION NO. 2. GENERAL TERMS AND CONDITIONS (cont'd)**

**2.10 SPECIAL CONSTRUCTION (cont'd)**

- C. When the revenue to be derived from the service is not sufficient to warrant the Company assuming special construction or service costs, or when costs are sufficient to unduly restrict the operating capital of the Company, the Subscriber may be required to pay all or a part of such cost. (See Construction and Line Extension Policies.)

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES**

**3.1 GENERAL**

**3.1.1 LOCAL EXCHANGE ACCESS SERVICE**

**A. General**

1. Definition - Local Exchange Access Line - Facilities from the central office up to the network interface point designated by the Company to secure service.
2. The General Terms and Conditions of this catalog apply at all exchanges except as otherwise provided herein.
3. Local Exchange Service rates apply for each local exchange access line. All rates including touch-tone.
4. Nonrecurring Service Change Charges apply for each change of a telephone number initiated by customer or due to regrading from business to residence service for the change of any class of local service to any other class of local service, i.e., residence service to business service or business service to residence service.

**3.1.2 LOCAL EXCHANGES SERVED**

Pursuant to authority granted in Application C-3550, the Company provides local exchange services throughout the state of Nebraska in areas served by an incumbent local exchange carrier including Qwest, Alltel, United Telephone Company of the West, and Citizens, but not including exchanges of incumbent local exchange carriers eligible for the rural exemption.

**3.1.3 NEBRASKA RELAY SERVICE**

Nebraska Relay Service (NRS) is designed to enable persons who are Deaf, Hard of Hearing or Speech Disabled to communicate on the phone with the general public. Connection can be made to NRS via dialing 711 or the designated 8XX number.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.1 GENERAL (cont'd)**

**3.1.4 EXTENDED AREA SERVICE**

This section identifies exchanges and their extended area service which provides a non-optional two-way telecommunications service between main stations of separate exchanges at flat monthly rates in lieu of rates for Message Toll Service. The service is provided by means of special extended area trunks between the exchanges involved.

EAS increments apply to exchange service in the following exchanges:

_____	_____
_____	_____

**3.2 HUNTING SERVICE**

**A. Description**

Hunting Services is an optional arrangement available to customers with two or more line services at the same location, same system. Where facilities permit, lines are arranged so that incoming calls to a busy line overflow to another line in the hunting arrangement.

**B. Rates and Charges**

Rates are as specified in Section 4.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.3 OFF-PREMISES EXTENSIONS**

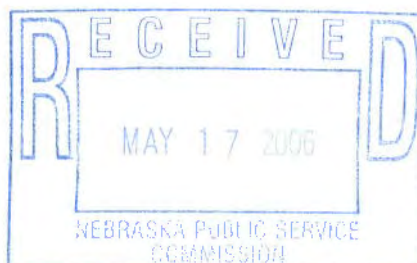
**3.3.1 GENERAL**

- A. Off-premises extensions, or combination main stations, are provided, subject to the availability of facilities, to customers who desire to be able to answer incoming calls for one access line at two or more locations. Outgoing calls can be made from either location.
- B. Off-premises extensions may be provided in connection with either residence or business access line service; however, such extensions will only be provided on the premises of parties that, in the sole discretion of the Company, are affiliated with each other.
- C. Off-premises extensions are available to customers moving from one location to another who want to be able to answer calls from either location for an interim time period. During the time period that service is provided at both locations, the applicable residence or business access line charges will apply at each location.
- D. Applicable residence access line charges will apply to all residence extensions installed in a business location provided the customer already subscribes to business access line service. If the customer has only one telephone number in both a residence and a business location, the customer will pay for one residence access line and one business access line.
- E. Business extensions in a residence location will be rated at the residence access line rate. A business extension in a second business location will be rated at the business access line rate.
- F. When a customer orders the installation of off-premises extensions, a Service Order Charge and Central Office Charge will apply to each off-premises extension installed.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.3.2 RATES APPLICATION**

Rates are as specified in Section 4.

**3.4 DIRECTORY ASSISTANCE**

**3.4.1 GENERAL**

Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this Tariff apply when a customer within the exchange area requests directory assistance via the 411 code.

**3.4.2 RATE APPLICATION**

Rates are specified in Section 4.

**3.5 OPERATOR ASSISTANCE**

**3.5.1 GENERAL**

Operator Assistance is available to the customer on local and intraLATA station-to-station and person-to-person calls. Operator Assistance on interLATA toll calls is available to customers through their chosen long distance toll providers.

**3.5.2 RATE APPLICATION**

- A. When a customer dials "0" and the operator completes the call and arranges a billing to the originating number, a credit card, to a third number, or as a collect call, a station-to-station charge shall apply per call.
- B. For calls completed by an operator to a designated person or extension, a person-to-person charge shall apply per call. These calls may be billed to the originating telephone number, to a credit card, to a third number or as a collect call.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.5 OPERATOR ASSISTANCE (cont'd)**

**3.5.2 RATE APPLICATION (cont'd)**

- C. The rates for local and intraLATA Operator Assistance are in addition to the rate for each message originating from the customers from the customers residence, business or a public or semipublic phone.
- D. Operator service charges will not be subject to any discounts.
- E. Operator service charges do not apply to calls to the operator for trouble reporting, or for emergency local calls to police, fire, ambulance, etc.

**3.6 DIRECTORY LISTINGS**

**3.6.1 GENERAL**

- A. The alphabetical telephone directory is an alphabetical list, with telephone numbers and addresses of customers, joint users and others who are entitled to use the customer's telephone service under the terms and conditions governing such use. The basic purpose of the alphabetical directory is to provide a convenient means for obtaining telephone numbers for the completion of calls. To insure that this fundamental purpose is fulfilled, the Company reserves the right to determine the propriety of any listing to be included in the directory.
- B. The directory for each exchange is published at intervals determined by the Company. In some directories, the customers of two or more exchanges may be listed in the same directory, either in separate sections or in one list as determined by the Company. A directory may list the customers of certain but not all of the service areas of a multi-service area exchange.

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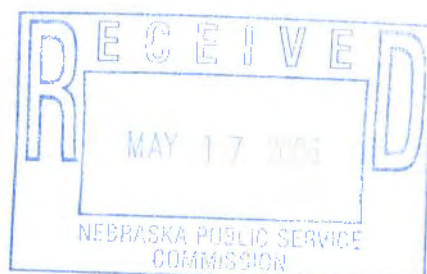
**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS**

- A. A customer's listing may be omitted from the directory but otherwise posted on the information records and will be given out on request. This is referred to as "non-listed" service.
- B. A customer's listing may be omitted from the directory but will be posted on the information records without a telephone number. This is referred to as "non-published" service.
- C. Listings shall be the names of individuals, businesses, clubs, associations, corporations or partnerships of subscribers or authorized users of exchange telephone service.
- D. As an aid in identifying business customers, certain business or professional designations are furnished in connection with listings for business service. If, in the judgment of the Company, it is necessary in order to properly identify a listing, descriptive titles or designations may also be furnished in connection with listings of residence service. Business designations are not furnished in connection with listings of residence service.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

- E. Normally all listings will be spelled in full and common abbreviations will be used at the option of the Company or directory provider. Where more than one line is required to properly list a person or firm, no additional charge is made.
- F. Limitations concerning content of primary and additional listings.
  - 1. Any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification is not permitted.
  - 2. The listing of a service, commodity or trade name will not be permitted except when the name of the service, commodity or trade name is the name or an integral part of the name under which the listed party is doing business.
  - 3. Listings that include advertising, such as words describing a product or including the price of a product or service are not permitted.
  - 4. Names designed to alphabetize a customer's listing ahead of or near competitor's listings are not permitted.
  - 5. Listings are not permitted which are offensive in the sole opinion of the Company or directory provider.
  - 6. Listings which are a subterfuge for illegal goods or services are prohibited.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

7. Evidence may be required in the form of cancelled checks, letterheads, invoices, tax receipts or other documents which, in the opinion of the Company, substantiates that a name is in fact the name under which business is regularly conducted.
8. The Company may require evidence of consent to the use of any name other than that of the customer.

**G. Types of Listings**

**1. Primary Listings**

- a. A primary listing is provided as a part of, and is included in, the rate for exchange telephone service. It is furnished in the directory of the serving exchange.
- b. A primary listing is normally the name and address of one of the following:
  - The person or firm contracting for exchange telephone service
  - A joint user
  - A party for whom the exchange telephone service was contracted for by another party
  - The name under which a firm regularly conducts business

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

- Two individuals residing at the same address, with the same or different surnames.
- The primary listing, provided with a customer's second residence exchange service line, may be the names or names and address of members of a customer's family residing in the customer's household. Such primary listings with more than one name must be indented under another primary listing.
- When two or more lines serve a customer in a group arranged for a "hunting" operation, each group of lines is considered one telephone number and is entitled to only one primary listing.
- Except as outlined above, a primary listing is provided with each main line associated with business, residence and semi-public service, with each joint user, and for night service for Private Branch Exchange service.
- If a customer or joint user has both business and residence service, the primary residence listing may be indented under the business listing without repeating the name.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

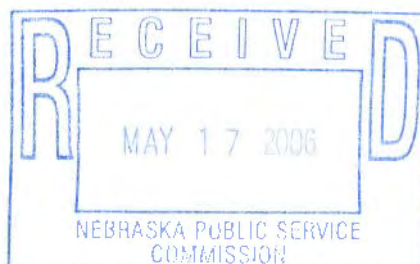
**3.6.2 TERMS AND CONDITIONS (cont'd)**

**2. Additional Listings**

- a. A listing arrangement of not more than two individuals with the same or different surname(s), sharing the same service, and residing at the same address, may also be provided as additional listings.
- b. Additional listings are those listings furnished in addition to the primary listing at the rates shown herein. There are five kinds of additional listings - regular, alternate, foreign, temporary and cross-reference.
- c. Additional listings are available for customers of those Miscellaneous Common Carriers with which arrangements have been made for the interchange of telephone traffic subject to the concurrence of the Carrier. For such listings, the telephone number of the connecting circuit shall be listed.
- d. When it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted with the off-premises address of an extension stations' P.B.X. station, if the off-premises address is occupied by the customer or qualified joint user.
- e. Additional listings are available for unrestricted stations of Direct in Dial P.B.X. systems.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

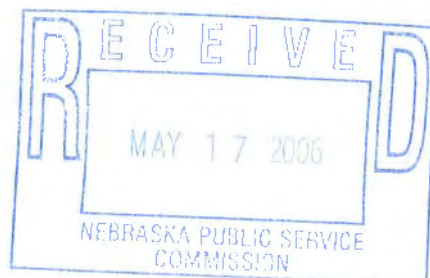
**2. Additional Listings (cont'd)**

- f. Where a customer is served by two or more lines in a group arranged for a "hunting" operation, additional listings may be provided on any of the lines in the group.
- g. Charges for additional listings date from the day the related service order is completed.
- h. Additional listing service is furnished only by directory periods established by the Company. Subject to the conditions hereinafter set forth, the charges for such service may be terminated prior to the expiration of an established period.
- i. Except as hereinafter provided, the charge for an additional listing which has been posted on the information records, but which has not appeared in the directory, may be terminated at any time upon payment of charges due to time of termination of the listing, subject to a minimum of one month's charges.
- j. Additional listings may be provided without charge where, in the opinion of the Company, they are essential to the convenient use of the directory. These are often referred to as cross-reference listings.
- k. An additional listing reversing the order of the individual's given names may be obtained at the rates for regular additional listings.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

**3. Business Additional Listings**

- a. If qualified under conditions governing use of the service, additional listings may be the name of the customer or joint user; the names of members of the firm, names of officers of the corporation, club, association, partnership or business, the names of employees or representatives of the customer or joint user, the names of firms, persons, corporations, associations, or institutions which the customer or joint user owns, controls or represents.
- b. Representation is defined as the relationship in which one acts as agent for another. It does not include cases where one sells commodities or performs other services, but in so doing acts for themselves and not as the agent for another.

**4. Residence Additional Listings**

- a. If qualified under conditions concerning use of the service, they may be the name of the customer, the names of members of the family, and others residing in the household; names of permanent guests or tenants who maintain their residence in a family hotel or apartment house, dormitory, transient hotel or club, where the service of such guests or tenants is provided through the private branch exchange of the hotel or apartment house, dormitory, transient hotel or club; students and others furnished residence service under the Centrex offering; the names of permanent guests who maintain their residence in a boarding or rooming house where service is provided by means of semipublic telephone service.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

4. Residence Additional Listings (cont'd)

- b. A residence customer who has regular additional business listings may have the residence service indented under such business listing.
- c. Where business service is located in a residence, it is permissible to provide residence additional listings in connection with such business service.

5. Alternate Listings

Alternate listings refer a directory user to another telephone number during certain periods of time or when a called telephone is not answered.

6. Foreign Listings

A foreign listing is a listing in an alphabetical directory of an exchange other than the one in which the primary listing is furnished.

7. Temporary Listings

A temporary listing is a listing furnished to persons leasing or subleasing the premises of a customer during his temporary absence who have arranged to use the customer's service during that time.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

**3.6.2 TERMS AND CONDITIONS (cont'd)**

**8. Cross Reference Listings**

A cross-reference listing is a listing of the name by which the customer is commonly known to the public and includes a reference to the customer's other listed name. Cross-referencing listings may include the customer's telephone number. These listings may be provided without charge where, if in the opinion of the Company, they are essential to the convenient use of the directory or where their use will facilitate the handling of telephone calls.

At the discretion of the Company, cross-reference or duplicate listings may be furnished without charge, as a public service, where it appears such cross-referencing will facilitate accurate and rapid completion of calls and lessening of the load of directory assistance calls, based on public habit and custom.

**9. Non-published and Non-listed Information Disclosure**

Non-published and non-listed telephone numbers including the name and address of the customer may be displayed on a call-by-call basis at Public Service Answering Points (PSAP) that are equipped with Enhanced 911 (E911) Universal Emergency Number Service.

Non-published and non-listed telephone numbers may be delivered to customers of Caller Identification Service for display to those customers on a call-by-call basis, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, to telephone customers who are billed for calls placed to or from such telephone numbers, and to entities which collect for the billed services.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.6 DIRECTORY LISTINGS (cont'd)**

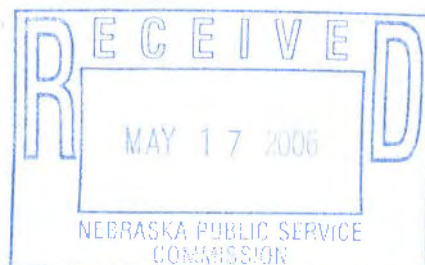
**3.6.3 RATE APPLICATION**

- A. The appropriate nonrecurring charge applies for business customers to each:
1. Change in primary listing other than when the customer moves to a new address;
  2. Additional listing established or changed;
  3. Non-published or non-listed service established or changed;
  4. Business service, to transfer the service of a customer to an applicant with a change in the primary listing when the same business is continued and there is no lapse in service;
  5. Change from one non-published service to a non-listed service or a non-listed service to a non-published service.
- B. The nonrecurring charge for business customers will not apply to:
1. Change from non-published or non-listed to listed service;
  2. Transfer business service of a customer to an applicant without a change in the primary listing when the same business is continued and there is no lapse in service.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.7 SERVICE CHARGES**

**3.7.1 GENERAL**

Service Charges to connect, move or change telephone service are made separately according to the components of work required. Installations of inside wiring and jacks are the responsibility of the Subscriber. Service charges may consist of any of the following charges:

New Service Charge - For work associated with receiving, recording and processing information necessary to execute a customer's request for initial establishment of telephone service. This charge applied per request.

Service Change Request - For work associated with receiving, recording and processing information necessary to execute a customer's request for changes to existing service. This charge applies per request.

Off Vacation - If the service furnished a Subscriber is requested to be temporarily suspended as an Off Vacation, a reconnection charge will be collected from the customer when service is restored.

Trip Charge - For travel charges to complete connection and/or other access line activity, per customer request.

Trouble Location Charge - For each repair trip to a customer premises to test the access line up to and including the network access point (Point of Demarcation), when the access line tests clear and trouble is not found in the Company's Facilities.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.7 SERVICE CHARGES (cont'd)**

**3.7.1 GENERAL (cont'd)**

Non-payment Reconnection Charge - For work associated with disconnecting, reconnecting, and processing information necessary when a customer is temporarily disconnected for non-payment

Non-sufficient Fund Check Charge - For additional work associated with collecting for the payment of an invoice where the Company has received a non-sufficient fund check.

**3.7.2 RATE APPLICATION**

- A. Service Charges apply to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment or off vacation, and establishing miscellaneous service.
- B. Service charges apply to customer-initiated moves and changes of service.
- C. From time to time, the Company may waive the Service Connection Charges for promotional purposes.

**3.7.3 REGULATIONS**

- A. Conditions under which no service charges apply are as follows:
  - 1. Public telephone service (not semi-public).
  - 2. Work to move or change a customer's telephone service if required and initiated by the Company;

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.7 SERVICE CHARGES (cont'd)**

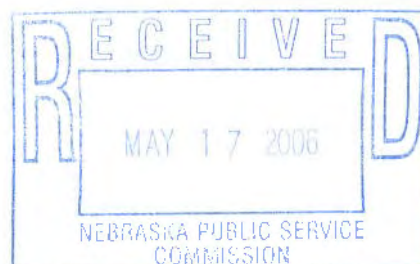
**3.7.3 REGULATIONS (cont'd)**

3. Customer-initiated requests, provided work is limited to:
  - a. Complete termination of service.
  - b. The "From" portion of work involved in a transfer of service from one premises to another.
  - c. Upgrades in class of service from a residence to a business.
  - d. Changes in bill mailing address, or special billings arrangements.
  - e. Cancellation of service orders.
  - f. Changes relating to termination of any services that are paid service offerings.
4. When service has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges will not apply.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.7 SERVICE CHARGES (cont'd)**

**3.7.3 REGULATIONS (cont'd)**

- B. Disconnection of service for non-payment of charges due will be treated as follows:

If the service furnished a Subscriber is temporarily suspended for non-payment of charges due or for any other violation of the regulations of the Company as described under "Rules and Regulations", such service will be restored when the customer's account has been paid in full or when the customer has made satisfactory payment arrangements to allow service to be reconnected. The Non-payment Reconnection Charge may be collected from the customer before service is restored.

**3.8 CUSTOM CALLING SERVICE**

**3.8.1 DESCRIPTION**

Additional Directory Number

Additional Directory Number allows as many as three Directory Numbers (DNs) to be Associated with a Subscriber line. These are referred to as the Main DN and two Auxiliary DNs. Additional Directory Number supports distinctive ringing for each of the three DNs.

Anonymous Call Rejection

Anonymous Call Rejection (ACRV) allows Subscribers to reject calls from parties who have a privacy feature that prevents the delivery of their calling number to the called party (i.e. Calling Number Delivery Blocking). When ACRV is active, the Subscriber receives no alerting for a call that is rejected; the call is routed to a denial announcement and subsequently terminated. ACRV may help to ensure the personal privacy of customers who would rather not receive calls on which the calling number is deliberately made private. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.1 DESCRIPTION (cont'd)**

Automatic Callback

Automatic Callback (AC) is an outgoing call management feature that allows Subscribers who reach a busy number to dial an activation code (\*66) to call the number back when it becomes idle. When the busy number becomes idle, the calling party receives ringing and upon answer by the calling party, the feature will automatically attempt to set up a call to the previously called busy number. This feature is offered on a flat rate basis to both residential and business Subscribers.

Automatic Recall

Automatic Recall (AR) is an incoming call management feature that enables a Subscriber to dial an access code (\*69) and have a call returned to the last calling party. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

Call Forwarding-Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

Call Forwarding - Busy Line (Overflow)/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or if the customer does not answer after a preset number of rings.

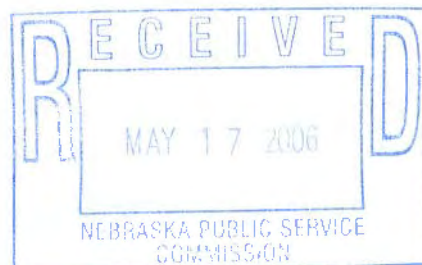
Call Forwarding/Don't Answer

Allows a customer to have an incoming call forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.1 DESCRIPTION (cont'd)**

Call Forwarding - Variable

Offers the automatic redirection of incoming calls to any alternate telephone number. The alternate telephone number is selected by the Subscriber, from the Subscriber's service location, as well as deactivation of the forwarding, from that same serving location.

Call Forwarding All Variable

Call Forwarding All Variable (CFAV) allows a Subscriber to divert all incoming calls to another directory number whether the Subscriber number is idle or busy. The CFAV activation/deactivation and forward-to-destination are controlled by the Subscriber. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

Call Forwarding Busy Line Variable

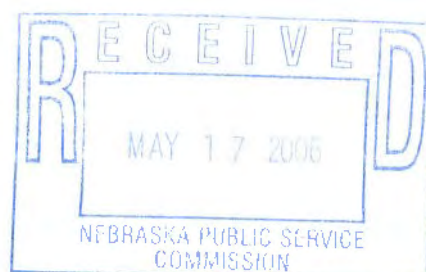
Call Forwarding Busy Line Variable (CFBLV) allows a Subscriber to activate/deactivate the CFBLV feature in order to redirect incoming calls to an alternate number if the called number is busy. This feature is offered on a flat rate basis to both residential and business Subscribers.

Call Forwarding Don't Answer Variable

Call Forwarding Don't Answer Variable (CFDAV) allows all incoming calls to a Subscriber's number to be redirected to another directory number after a predetermined number of rings. The CFDAV activation/deactivation and forward-to-destination are controlled by the Subscriber. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.1 DESCRIPTION (cont'd)**

Calling Name and Number

Calling Name Delivery (CNAM) and Calling Number Delivery (CND) is a terminating CLASS feature that allows a Subscriber to receive the calling party's name and number, in cycle (i.e. before the call is answered). The feature is offered on a flat rate subscription basis to both residential and business Subscribers.

Call Waiting

Provides a tone/signal to a customer that has a call in progress, that another call has been placed to that customer's telephone number. The customer may elect to hold the first call, by use of the switchhook, and answer the second call; as well as alternate between calls by pressing this switchhook. The customer may elect not to respond to the signal, and continue the original call. In locations where the Company has made it available, Call Waiting may be deactivated prior to making an outgoing call, (or during a call if the customer has Three-Way Calling).

Find Me Service

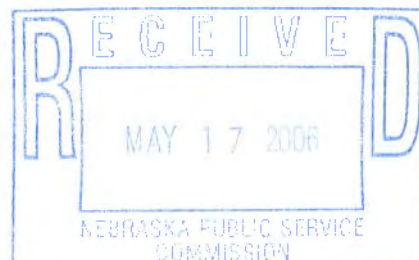
Service allows Subscribers to specify up to six (6) telephone numbers to be dialed at the same time or in succession when the specified phone number receives a call. Find Me alerts the caller that it is attempting to locate the Subscriber by announcing "Attempting to locate (name here). Please stay on the line." Therefore, the caller knows to stay on the line as the service attempts to locate the Subscriber.

Hot Line Service

Service allows for the phone to automatically dial a predetermined phone number when phone is taken off the hook.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.1 DESCRIPTION (cont'd)**

Selective Call Acceptance

Selective Call Acceptance (SCA) allows Subscribers to program a list of 6 numbers from which they are willing to accept calls. Calls from numbers not contained on the list will be routed to an appropriate announcement. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

Selective Call Forwarding

Selective Call Forwarding (SCF) allows Subscribers to program a list of 6 numbers that are to be call forwarded. The SCF Subscriber specifies the callers that are to receive special treatment by including their directory numbers on a screening list. If a call is placed from a directory number in the Subscriber's SCF screening list, the call is forwarded to the designated forward-to-number. All other calls are terminated normally. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

Selective Call Rejection

Selective Call Rejection (SCR) allows Subscribers to program a list of 6 numbers from which they do not wish to receive calls. SCR can also be used to block calls from a number after an undesirable call has been received (even without knowing the calling number). All calls from numbers contained on the list will be routed to an appropriate announcement. This feature is offered on a flat rate subscription basis to both residential and business Subscribers.

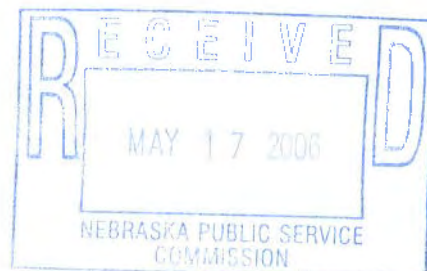
Speed Calling

Offers the customer storage of frequently called numbers, with the ability to dial the stored numbers by depressing one or two digits, rather than entire telephone numbers. Speed Calling is customer programmable, for either 8 or 30 telephone numbers, offering the customer access to change the stored list whenever it is convenient for the customer, and without service order activity.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.1 DESCRIPTION (cont'd)**

Three-Way Calling

Offers the capability to add a third party to an existing call, by depressing the switchhook.

Toll Control with PIN

Toll Control with PIN (TCWP) will provide the capability for a residential or business customer to dial a specific code (customer defined) that will toggle the Subscriber's line from "Toll Restricted" (i.e. 1+ not allowed) to "Toll Allowed", on a per call basis. This feature is offered on a flat rate basis to both residential and business Subscribers.

Toll Restriction

Toll Restriction restricts a Subscriber's line from being able to make a toll call.

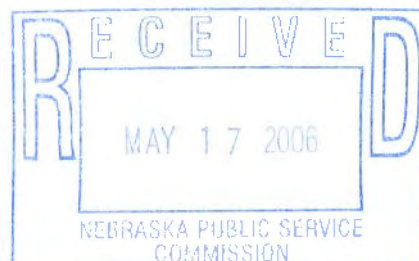
Voice Mail

Offers the customer the convenience of receiving messages when away from the phone, or when the phone is in use. Messages can be stored, skipped or deleted, and retrieved from another location. This feature is offered on a flat rate basis to both residential and business Subscribers.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.2 TERMS AND CONDITIONS**

- A. Custom Calling products are available to individual line, residence or business customers that have their service provided from a central office equipped to provide Custom Calling. Individual Custom Calling Services will be provided where technically and economically feasible and where the Company determines sufficient demand exists to warrant the provision of the service(s).
- B. Due to technical limitations, customers who subscribe to Abbreviated Access, one-digit may not purchase an additional Abbreviated Access, one-digit or Speed Calling-8 number and customers who subscribe to Abbreviated Access, two-digit may not purchase an additional Abbreviated access, two-digit or Speed Calling-30 number.
- C. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their customer for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
- D. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling-8 number capacity will only have 8-number capacity available for their use.
- E. When one or more Custom Calling features are installed or changed on the same line at the same time, only one nonrecurring charge will apply.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.8 CUSTOM CALLING SERVICE (cont'd)**

**3.8.3 RATE APPLICATION**

The rates and charges for Custom Calling Services are specified in Section 4. The nonrecurring charge and/or monthly rate for business and residence customers may be waived during the term of a promotion, for existing or new customers. The terms of the promotion shall be determined by the Company.

**3.9 BLOCKING OF "900" CALLS**

**3.9.1 GENERAL**

This service provides for the blocking of long distance calls to "900" NPA numbers. Residential and business lines will be blocked unless there is a specific request by the customer to allow "900" NPA numbers.

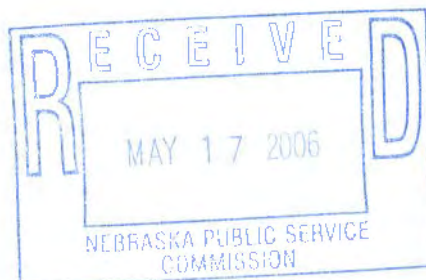
**3.9.2 RATE APPLICATION**

The Subscriber will not be billed for the blocking of calls unless the Subscriber requests a change in the blocking status within 12 months. In the case of a change within the 12 month period, the customer will be billed Service Change Charges.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911)**

**3.10.1 GENERAL**

A. Definitions

911 Service

911 service provided by the Company is enhanced 911 service.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the Public Safety Answering Point's (PSAP) Display and Transfer Units.

Dedicated Direct Facilities

Channels between the central office from which the emergency call originates (originating central office) and the PSAP which do not utilize the switching equipment of intermediate central offices and which require dedicated physical pairs of wires.

Emergency Service Number (ESN)

The customer is responsible for identifying primary PSAP locations as well as unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 area.

End Office

A central office in the 911 System which receives originating 911 calls and routes them to a given PSAP.

Master Street Address Guide (MSAG)

The document or computer file that lists the standard street names, address ranges, and routing codes used in the Data Management System of a 911 system equipped with Selective Routing and/or Automatic Location Identification (ALI).

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.1 GENERAL (cont'd)**

NXX

The first three numbers or digits of the customer's seven-digit telephone number.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau service a group of such entities.

Serving Central Office

The central office from which a PSAP is served.

Subscriber Records

Information consisting of Subscribers' names, service addresses, and telephone numbers to a 911 customer for the sole purpose of building and maintaining a data base used in providing 911 service to a specific geographical area.

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer.

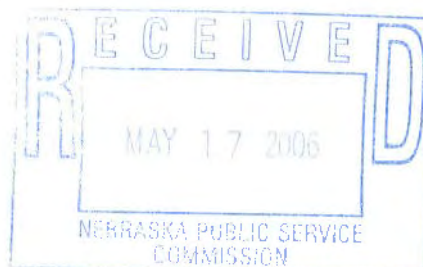
Universal Emergency Number Service Customer

A municipality or other state or local government unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.2 TERMS AND CONDITIONS**

- A. The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, to whom authority has been lawfully delegated. The customer will have public safety responsibility to respond to police, fire or other emergency services telephone calls within the telephone central office areas where 911 Service is provided.
- B. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.
- C. The Company does not undertake to answer and forward 911 calls, but provides facilities to enable the customer's personnel to respond to such calls (from the customer's premises).
- D. Any CPE used in conjunction with 911 Service shall be configured so that it is unable to extract any information other than the information relating to a number identified as the source of an in-progress 911 call through use of the optional ANI feature.
- E. Company Subscriber names, addresses and telephone numbers provided to a 911 system are private data and may be used only for identifying the location or identity, or both, of a person calling a 911 PSAP. Company Subscriber information may not be used or disclosed by 911 system agencies, their agents, or their employees for any other purpose except under a court order.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

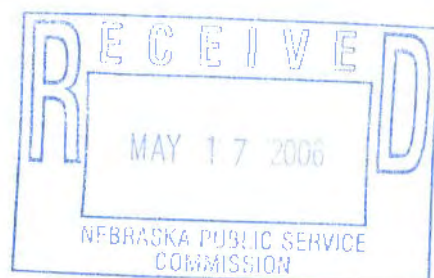
**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.2 TERMS AND CONDITIONS (cont'd)**

- F. The calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP during an emergency call to 911, when the customer has subscribed to the optional ANI feature.
- G. Temporary suspension of service at reduced rates is not provided for any part of 911 Service.
- H. This service is limited to the use of telephone number 911 as the universal emergency telephone number: Only one 911 Service will be provided within any governmental agency's locality.
- I. The Company will not provide 911 Service to less than an entire central office and will only provide 911 trunking out of that central office.
- J. Application for 911 Service must be executed in writing by each participating local governmental authority or their duly appointed agent. If application for service is made by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 Service offering.
- K. 911 Service is furnished to the customer for the sole purpose of receiving reports of emergencies from the public. The 911 emergency telephone number is not intended as a replacement for the telephone service of the various public safety agencies which participate in the use of this number.
- L. Dedicated Direct Facilities are arranged for one way incoming service to the appropriate PSAP. Outgoing calls can only be made on non-911 facilities.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.2 TERMS AND CONDITIONS (cont'd)**

- M. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operation test as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- N. The Company's entire liability to any person for interruption or failures of 911 Service shall be limited to the terms set forth in this section.
- O. The Company's liability for any loss or damage arising from but not limited to errors, interruptions, defects, failures or malfunctions for this service or any part thereof caused by the failure to use reasonable care or for intentional acts of the Company shall not exceed the greater of \$50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. The Company shall have no liability for any loss or damage caused by any event beyond the reasonable control of the Company. The Company shall not be liable for any consequential damages.
- P. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, damages, expenses, suits or other action, or any liability whatsoever including, but not limited to, costs and attorney's fees, whether suffered, made, instituted or asserted by the customer or by any other party or person, for personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, arising out of or resulting from customer's acts or omissions.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.2 TERMS AND CONDITIONS (cont'd)**

- Q. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number use by persons accessing 911 Service, and which arises out of the negligence or other wrongful act of the customers, its user, agencies or municipalities, or the employees or agents of any one of them.
- R. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- S. No charge applies to the calling party for calls placed to the 911 emergency number.
- T. In addition to the recurring rates, nonrecurring charges appropriate for connection, move or change will apply to 911 transport features.
- U. It is the customer's responsibility to insure the CPE selected to operate 911 system features is compatible with service furnished by the Company.
- V. The customer purchasing the ANI feature is also required to purchase, install and maintain CPE ANI Display Equipment compatible to the Company's network.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.10 EMERGENCY REPORTING SERVICE (911) (cont'd)**

**3.10.2 TERMS AND CONDITIONS (cont'd)**

- W. Each participating local governmental authority agrees to the following terms and conditions:
1. The PSAP will be provided and staffed on a 24-hour coverage basis.
  2. The customer accepts responsibility for serving the entire geographic area served by the central office through which 911 calls are routed to the PSAP, even though such central office service areas and community boundaries may not coincide.
  3. The customer accepts responsibility for dispatching, or having others dispatch, police, fire, ambulance or other emergency services as required, to the extent such services are reasonably available.
  4. The customer must subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by operators.

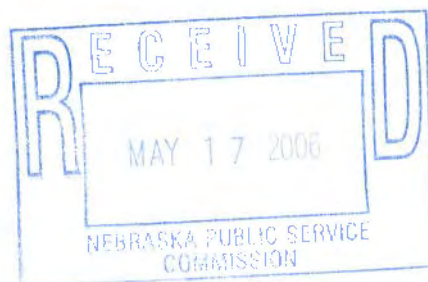
**3.10.3 RATES AND CHARGES**

As specified in Section 4.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.11 DIRECT-INWARD-DIALING (DID) SERVICE**

**3.11.1 GENERAL**

Description

Direct-Inward-Dialing (DID) Service is a special trunking arrangement which permits Incoming calls from the exchange network to reach a specific PBX station directly without an attendants assistance.

**3.11.2 TERMS AND CONDITIONS**

- A. DID Service may be provided where CO facilities are available and where the customer-provided switching equipment (PBX) capabilities permit. The customer-provided switching equipment must comply with Part 68 of the Federal Communications Commission's (47 CFR Part 68) Rules and Regulations.
- B. One primary directory listing will be provided for each PBX system. An additional listing of each DID number may be provided subject to the terms and conditions, rates and charges specified in Section 4.
- C. DID Service must be provided on all lines in a trunk group arranged for DID Service. Each trunk group shall be considered a separate service.
- D. DID sequential number block is a group of 20 telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a 9 in the last digit.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.11 DIRECT-INWARD-DIALING (DID) SERVICE (cont'd)**

**3.11.2 TERMS AND CONDITIONS (cont'd)**

- E. The customer may reserve additional DID numbers for future use at the rates and charges stated in Section 4.
- F. The customer is responsible for providing interception of calls to vacant and non-working assigned DID numbers by either an attendant intercept, recorded announcement service or by the Company Intercept Services, as provided in Section 4.
- G. DID Service is only offered with switching equipment service by trunk service. Answer Supervision is required from the customer's switching equipment.
- H. DID Service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

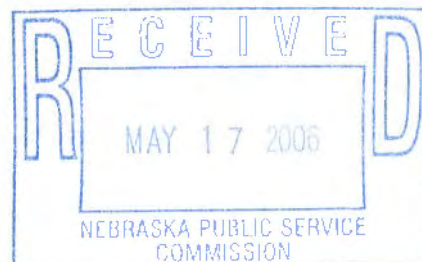
**3.11.3 RATE APPLICATION**

Rates are as specified in Section 4.

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**SECTION NO. 3. SERVICES AND APPLICATION OF RATES AND CHARGES (cont'd)**

**3.12 MISCELLANEOUS**

**3.12.1 INTERCEPT SERVICE**

**A. Description**

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers. They include messages delivered either mechanically or by operator.

**Basic Intercept**

Includes all intercept recordings. Residential customers shall receive basic intercept for a period of up to 2 months. Business customers shall receive basic intercept for a period of up to 6 months.

**B. Terms and Conditions**

1. Basic Intercept is available for residential or business customers. The duration of intercept may vary. Message selection may be restricted in some cases.
2. Basic Intercept is subject to the availability of facilities and availability of the disconnected number. The Company reserves the right to establish time constraints upon these services.
3. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Service.

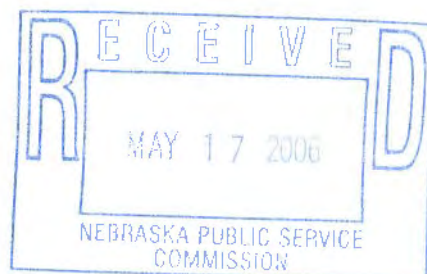
**3.12.2 RATE APPLICATION**

Included in cost of basic service.

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**SECTION NO. 4. RATE LIST**

**4.1 EXCHANGE SERVICE**

**4.1.1 FLAT RATED SERVICE**

Within Exchange Service Area	<u>Residence</u> \$17.50	<u>Business</u> \$27.50
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**4.1.2 EXTENDED AREA SERVICE RATES**

<u>All Exchanges</u>	N/A
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**4.2 HUNTING SERVICE**

<u>Monthly Rate</u> \$1.00/hunt group
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**4.3 OFF PREMISES EXTENSION**

All Exchanges	<u>Monthly Rate</u> \$3.00/per line
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**4.4 DIRECTORY ASSISTANCE SERVICE**

All Exchanges	\$0.00/call
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**SECTION NO. 4. RATE LIST (cont'd)**

**4.5 DIRECTORY LISTING CHARGES**

<u>All Exchanges</u>	<u>Residence</u>	<u>Business</u>
Dual/Extra listing	\$0.00/mo.	\$0.00/mo.
Husband/Wife one line listing	\$0.00/mo.	\$0.00/mo.
Non-listed Number	\$0.00/One Time	\$0.00/One Time
Non-published Number	\$0.00/One Time	\$0.00/One Time
Additional lines in directory	\$0.00/mo.	\$0.00/mo.
Foreign listing	\$0.00/year	\$0.00/year

**4.6 SERVICE CHARGES**

	<u>Non-Recurring Charges</u>
Service Order Charges - All Exchanges	
New Service	\$5.00
Off Vacation reconnect	\$0.00
Service Charge request	\$0.00
Trip Charge per customer request for travel	\$35.00
Nonpayment Reconnection Charge	\$25.00
Nonsufficient fund check Charge	\$15.00

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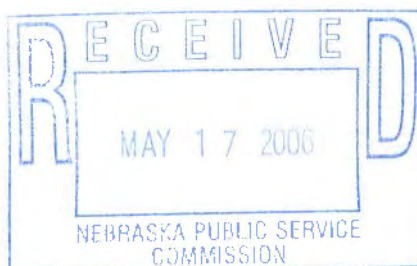
**SECTION NO. 4. RATE LIST (cont'd)**

**4.7 CUSTOM CALLING FEATURES**

<u>All Exchanges Monthly Rate</u>	<u>Business or Residence</u>
Additional Directory Number	\$ .00
Anonymous Call Rejection	.50
Automatic Callback	.50
Automatic Recall	.50
Call Forwarding - All Variable	.50
Call Forwarding - Busy Line Variable	.50
Call Forwarding - Don't Answer Variable	.50
Call Waiting	.50
Calling Number	3.00
Calling Name and Number	4.95
Distinctive Ringing/Call Waiting Indication	.50
Hot Line Service	.50
Selective Call Acceptance	.50
Selective Call Forwarding	.50
Selective Call Rejection	.50
Speed Calling	
(8 Preselected Numbers)	.50
(30 Preselected Numbers)	.50
Three-Way Calling	.50
Toll Control with PIN	.50
Toll Restriction	.50
Voice Mail	1.00

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**SECTION NO. 4. RATE LIST (cont'd)**

**4.8 EMERGENCY REPORTING SERVICES**

911 Services (All Exchanges)

Establishment of E911 database	\$0.00/listing
E911 database maintenance (assessed quarterly)	0.00/listing/quarter
E911 annual update	0.00/listing

Dedicated Direct Facilities

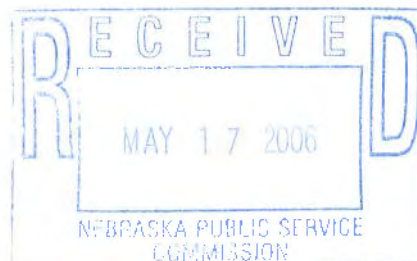
1. Channel Termination - per circuit 2 wire	\$22.36
2. Transport Mileage - per circuit	
Channel Mileage Termination	\$29.88
Channel Mileage Facility - Per Mile	\$ 1.61

**4.9 DIRECT-INWARD-DIALING SERVICE**

	<u>Monthly</u>
Per DID trunk	Individual Case Basis
Per block fo 20 numbers	Individual Case Basis

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**SECTION NO. 4. RATE LIST (cont'd)**

**4.10 MISCELLANEOUS SERVICES**

**4.10.1 CONSTRUCTION AND LINE EXTENSIONS**

Construction Charges

Individual Case Basis

**4.11 OPERATOR ASSISTANCE**

All Exchanges

Operator Assistance

\$0.00/call

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