

Northeast Nebraska Telephone Company
Telecommunications Services Catalog
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State of Nebraska
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This catalog contains the regulations and rates applicable for the furnishing of access to operator services and providing directory assistance service, direct dial service, and toll-free service (8XX) by Northeast Nebraska Telephone Company, hereinafter referred to as the Company, within the State of Nebraska. This catalog is on file with the Nebraska Public Service Commission.

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EXPLANATION OF SYMBOLS

When changes are made on any catalog page, a revised page will be issued, canceling the page affected. Such changes will be identified through the use of the following symbols:

- (C) To signify changed regulation or rate.
- (D) To signify discontinued rate or regulation or text.
- (I) To signify increase.
- (M) To signify matter relocated without change.
- (N) To signify new rate, regulation, and/or text.
- (R) To signify reduction.
- (T) To signify a change in text but no change in rate or regulation.
- (Z) To signify a correction.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

DEFINITIONS

Direct Dial Service - 1+ outbound long distance service.

Directory Assistance Service - Provides published and non-listed telephone numbers within Nebraska to requesting customers from the Company's territory.

Operator Services - Long distance service involving the services of a long distance operator.

Toll Free Service - The custom switched telecommunications service that permits toll free inward 8XX number calling from points within the State of Nebraska to the subscribing customer's station.

1. GENERAL REGULATIONS

1.1 Undertaking of the Company

The Company will provide access to Operator Services, Directory Assistance, Direct Dial Service, and Toll-Free Service (8XX) between points within the State of Nebraska continuously (24 hours per day, 7 days per week).

1.2 Use of Service

Neither customers nor their authorized users may use the services furnished by the Company for any unlawful purpose.

1.3 Payment of Charges

Direct Dial Service, Toll Free Service (8XX) and Directory Assistance charges will be billed in arrears and will appear on the customer's account statement. Prompt payment, as detailed in the statement, shall be expected.

1.4 Cancellation for Cause

The Company, by written notice to the customer, may immediately cancel the application for or discontinue service to the customer without incurring liability for any of the following reasons:

-Nonpayment of any sum due to the Company for service more than 10 days beyond the due date;

-Use of service in a fraudulent or suspected fraudulent manner;

-A violation of or failure to comply with any regulation governing the furnishing of service; or

-An order of the court or other government authority having jurisdiction which prohibits the Company from providing service.

1. GENERAL REGULATIONS (Cont'd.)

1.5 Credit and Deposit Requirements

A. The Company shall determine the credit standing of an applicant for service using standard credit checking methods and by referring to information regarding the applicant's prior telephone bill paying habits if the applicant has had service before or by referring to toll charges reasonably traced to the applicant but placed from the telephone of another if the applicant has not previously had service. The Company may request that the customer make a cash deposit if the customer's credit history indicates that he/she is a credit risk. The Company may also request a deposit from those customers with unknown credit.

B. The amount of deposit required shall be at the Company's discretion. An increase in the deposit amount may be requested if increased usage or the customer's payment record warrants. The initial deposit shall be received in the Company's Business Office before service will be established for the customer.

C. The Company shall pay interest on a deposit at the minimum rate established by the Commission. Interest shall accrue following acceptance of the deposit, except that no interest need be paid on deposits held less than thirty (30) days.

1. GENERAL REGULATIONS (Cont'd.)

1.5 Credit and Deposit Requirements (Cont'd.)

D. In the case of residential service, the deposit and accrued interest shall be refunded upon request of the customer after twelve (12) consecutive months of payment by the bill due date and refunded automatically after twenty-four months of consecutive payment by the bill due date. In the case of business service, the deposit shall be refunded after thirty-six (36) consecutive months of payment by the bill due date. Deposits may be refunded sooner at the Company's option. The Company shall not be required to pay interest on a deposit for the period following ninety days after disconnection of service if during such period the Company has made a reasonable effort to refund the deposit. Thereafter, an unclaimed deposit, plus accrued interest, shall be credited to an appropriate account.

E. Upon disconnection of service, the Company will promptly and automatically refund the customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills for service furnished by the Company. When the customer's deposit is applied to an unpaid bill, the Company shall render to the customer a statement showing the bill then due and unpaid, the amount of the deposit, together with the interest accrued thereon and the period covered thereby, and the balance due or remaining to the credit of the depositor.

F. A transfer of service from one premises to another within the service area of the Company shall not necessitate the requirement of a payment of a second deposit, unless a final bill has been issued at the first address and the credit standing of the customer would otherwise require it.

1. GENERAL REGULATIONS (Cont'd.)

1.5 Credit and Deposit Requirements (Cont'd.)

G. In cases of a residential household that is divided due to divorce or separation, the deposit will remain with the residence where the service was being provided prior to such divorce or separation, unless other arrangements are agreed to by both parties.

H. The Company will keep a record of each cash deposit until the deposit is refunded. The record will show:

1. The name and current billing address of each depositor;
2. The amount and date of the deposit;
3. Each transaction concerning the deposit.

I. Credit limits may be established by the Company for new and existing customers based on credit history. In the event the established credit limit is exceeded on an account, access to the Company's service will be restricted where the facilities are available. Customers attempting to access restricted services will be automatically routed to either a recorded announcement or a service representative for information regarding service restoration.

1. GENERAL REGULATIONS (Cont'd.)

1.5 Credit and Deposit Requirements (Cont'd.)

J. In the event a customer has not reached his/her initially established credit limit, but has become delinquent in his/her payments, the Company may place a restriction on continued use of the Company's services until the customer is able to make satisfactory arrangements with the Company. This restriction may be set lower than the customer's initial credit limit due to his/her delinquent status. In the event that access is restricted due to payment delinquencies, customers attempting to access the restricted services will be automatically routed to either a recorded announcement or a service representative for information regarding service restoration.

1.6 Obligations of the Customer

The customer shall be responsible for the following:

-Establishing their identity in the course of communication as often as necessary;

-Establishing the identity of the person(s) with whom connection is made at the called customer line(s).

1.7 Credit Allowances for Interruption

Customers who re-establish an intrastate Direct Dial or Toll-Free Service (8XX) call which has been involuntarily interrupted after the station has been reached may receive credit for the interrupted call, provided the Company is notified of the interruption. Interruptions due to the failure of power, equipment, or systems not provided by the Company will not receive credit allowances.

2. DIRECT DIAL SERVICES

2.1 Description

Direct Dial Service is a 1+ outbound long distance service furnished by the Company between points within the State of Nebraska.

2.2 Terms and Conditions

A. Direct Dial Service is generally offered twenty-four (24) hours a day, seven (7) days a week.

B. Direct Dial Service is offered from originating locations within the State of Nebraska. Calls may be placed to points within the State.

C. This service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this catalog.

D. Call timing begins when two-way communications are established. Answer detection is based on standard answer supervision methods. For billing purposes, the minimum call duration is one minute. Usage after the initial period is billed in sixty (60) second increments.

E. Rates and Charges are listed in Section 8 of the Catalog.

F. From time to time, the Company may offer special promotions waiving the monthly rates or installation charges for certain features, services, or packages.

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3. RESERVED

4. OPERATOR SERVICES

4.1 Description

Operator services are currently routed to other providers for the following types of calls and services:

Person to Person - Customer dialed "0-" call where the operator completes the call to a designated person or extension.

Collect - Customer dialed "0-" call where the operator completes the call and arranges billing to the called telephone number.

4.2 Terms and Conditions

- A. Operator services are generally offered twenty-four (24) hours per day, seven (7) days a week.
- B. These services are provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this catalog.

5. DIRECTORY ASSISTANCE SERVICE

5.1 Description

Directory Assistance Service, as made available by the Company through this tariff, provides, upon customer-initiated request from the Company's territory, published and non-listed telephone numbers within the state of Nebraska.

5.2 Terms and Conditions

A. Directory Assistance charges specified in this tariff apply when a customer initiates a call to Directory Assistance from the Company's serving territory and requests a telephone number within Nebraska.

B. Directory Assistance charges shall be billed to the customer on a per call basis. A maximum of two listings may be requested per call.

C. Rates and charges are listed in Section 8 of this catalog.

5. DIRECTORY ASSISTANCE SERVICE (Cont'd.)

5.2 Terms and Conditions (Cont'd.)

D. Directory Assistance charges are not applicable to:

1. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, optometrists, registered nurses, therapists, professional staffs of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians. This exemption is limited to one-hundred (100) free calls a month. Any exempted customer making more than 100 calls a month will be billed at the regular Directory Assistance rate. The Directory Assistance provided under this exemption is for personal use only and may not be resold.

2. Calls placed to Directory Assistance by an operator in connection with operator-handled local and long distance calls.

6. TOLL FREE SERVICE (8XX)

6.1 Description

Toll Free Service is a customer switched telecommunications service that permits toll free inward 8XX number calling from stations within the state of Nebraska to the subscribing customer's station.

6.2 Terms and Conditions

A. Toll Free Service(8XX) is generally offered twenty-four (24) hours a day, seven (7) days a week.

B. Toll Free Service consists of an 8XX telephone number associated with a customer's station that can be called from originating locations within the State of Nebraska.

C. Calls are dialed and completed without the assistance of a Company operator and do not include:

- Person to Person calls
- Collect calls
- Conference calls
- Any other operator handled calls

D. Call timing begins when two-way communications are established. Answer detection is based on standard answer supervision methods. For billing purposes, the minimum call duration is one minute. Usage after the initial period is billed in 60 second increments.

E. Toll Free Service calls are billed to the called customer once a month.

F. One directory listing is provided for Toll Free Service.

G. Rates and charges are listed in Section 8 of this tariff.

H. From time to time, the Company may offer special promotions waiving the monthly rates or installation charges for certain features, services, or packages.

7. RATE APPLICATION

7.1 Service Components

- A. Direct Dial Service may include a monthly charge as well as usage sensitive charges.
- B. Directory Assistance and access to Operator Services include per call charges and surcharges.
- C. Toll Free Service (8XX) includes a monthly charge and usage sensitive charges.

8. RATE LIST

8.1 Service Component Charges

Message Telecommunications Services

Direct Dial Service	Per Minute	Monthly Fee
	\$0.10	None

Directory Assistance

Directory Assistance	\$0.75/call
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<u>Toll Free Service (8XX)</u>	Per Minute	Monthly Fee
	\$0.14	\$3.95

<u>Vanity Number Request</u>	\$40.00*/request
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*This charge applies whether or not the requested number is assigned to the requesting customer.