



**RETAIL SERVICES**  
**GENERAL TERMS & CONDITIONS OF**  
**TELECOMMUNICATIONS SERVICES**  
**TARIFF**

This tariff applies to the Telecommunications Services furnished by Windstream Communications ("Windstream") between one or more points in the State of Nebraska.

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In addition to the general Company Terms & Conditions, and any product-specific Terms and Conditions, all of which are available at [www.windstream.com/about/legal](http://www.windstream.com/about/legal) or by calling a service representative at 877-807-9463, the following sets forth the terms and conditions applicable to the furnishing of end-user communications services provided by Windstream Communications.

Windstream Communications complies with applicable laws, rules, and regulations at the state and federal levels; in the event of a conflict between the terms and conditions contained herein, and applicable government laws, rules, or regulations, the latter shall prevail.

ISSUING CARRIERS

Windstream Communications  
4001 N. Rodney Parham Road  
Little Rock, AR 72212

CONCURRING CARRIERS

NO CONCURRING CARRIERS

CONNECTING CARRIERS

NO CONNECTING CARRIERS

OTHER PARTICIPATING CARRIERS

NO OTHER PARTICIPATING CARRIERS

REGISTERED SERVICE MARKS

NONE

REGISTERED TRADEMARKS

NONE

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

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (M) - Identifies material moved from one Tariff location to another.
- (N) - Identifies a new rate or regulation.
- (R) - Identifies a reduction in rate.
- (T) - Identifies a change in text only.

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## 1.0 Application and Scope of Tariff

### 1.1 Application

This Tariff contains the rates and regulations applicable to intrastate, intraLATA, interexchange and/or local services provided by the Company between and among points within the state of Nebraska.

### 1.2 Scope

Service is available where facilities permit and are available, by Windstream in its sole discretion.

## 2.0 General Rules and Regulations

### 2.1 Undertaking of Company

#### 2.1.1 General

Pursuant to this Tariff, Company undertakes to provide within the service area in which Company has been approved for certification.

#### 2.1.2 Limitations

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The rates otherwise provided for in this tariff are based on furnishing service to existing lines and facilities and on the use of lines and facilities engineered and constructed according to common and accepted practices.

The Company's obligation to furnish facilities and service is dependent upon its ability to:

(a) secure and retain, without unreasonable expense at the sole discretion of the Company, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment;

(b) secure and retain, without unreasonable expense at the sole discretion of the Company, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or

(c) secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

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The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property, or service, at the sole discretion of the Company.

When service is desired to be removed from existing lines and facilities, or when abnormal and unusual arrangements and installations are desired, such service and installations may be subject to additional charges. Additionally, the Company reserves the right to determine the route and type of construction required to furnish service. Where the customer requests a type of construction different from that selected by the Company, a charge will be made to cover the excess cost of construction above that selected by the telephone company. All such charges are set forth in Section 2.13 of this Tariff.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered until the indebtedness is satisfied, unless prohibited by law.

## 2.2 Use

### 2.2.1 Lawful Purpose

Services provided under this Tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service.

Company's services are provided subject to the condition that they will not be used for any unlawful and/or fraudulent purpose. Services will not be furnished if any law enforcement agency, acting within its jurisdiction, advises Company that such services are being used or are likely to be used in violation of the law and/or in a fraudulent manner. If Company receives other evidence giving reasonable cause to believe that such services are being used or are likely to be used for unlawful and/or fraudulent purposes, it may either discontinue or deny the services and/or refer the matter to the appropriate law enforcement agency in accordance with law and/or Commission rules.

### 2.2.2 Unauthorized Use

Any individual who uses or receives Company's services other than under the provisions of an accepted application for service and a current Customer relationship shall be liable for the appropriate rates and charges for the service received and for Company's costs of investigation and collection.



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### 2.2.3 Recording Devices

Company's services are not designed for the use of recording devices, and customers who use such devices to record two-way telephone conversations do so at their own risk.

### 2.2.4 Use of Service Mark

No Customer shall use any service mark or trademark of Company or refer to Company in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of Company.

## 2.3 Liability

Liability is detailed in the general Company Terms & Conditions which are available by visiting [www.windstream.com](http://www.windstream.com), or by calling a service representative at 877-807-9463.

## 2.4 Equipment

### 2.4.1 Access, Inspection, Testing, and Adjustment

Upon notice, we may make tests and inspections to determine you are complying with the requirements of these terms, or for routine and emergency maintenance of the equipment and facilities. We may take action to protect our facilities and equipment. We may substitute, change, or rearrange any Equipment or facility at any time. Company may interrupt the service at any time, without penalty to itself, unless interruption exceeds twenty-four (24) hours.

### 2.4.2 Interference and Hazard

The operating characteristics of Customer premises equipment or communications systems connected to Company's services must not interfere with, or impair, any of the services offered by Company. Additionally, connected Customer premises equipment must not endanger the safety of Company employees or the public, damage or interfere with the proper functioning of Company's equipment, or otherwise injure the public in its use of Company's services.

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### 2.4.3 Customer Liability

The Customer shall be responsible for changes or damages to Company's facilities used in the provision of regulated services caused by the Customer or those using Company's service through the Customer, whether the facilities involved are Company's facilities or are facilities leased by Company from another party. The Customer may not physically modify or intrude upon, rearrange, disconnect, remove, or attempt to repair any of Company's facilities except upon written consent of Company and Company will pass on to the Customer any and all expenses that Company incurs or the owner of those facilities imposes

## 2.5 Services Available

### 2.5.1 Service Types

#### Residential Service.

- (a) In general, residential rates apply when the use of the service is of a domestic nature or is located on a premise whose main use is residential and provided that service is not used substantially for business purposes.
- (b) All monthly recurring (including but limited to local service fee and features), non-recurring (including but limited to establishment of service and service repair) rates are listed in the Pricing Attachment located at the end of this tariff.
- (c) Any additional services, including but not limited to charges such as construction, will be quoted on an Individual Case Basis ("ICB").

#### Business Service.

1. Business service will be provided pursuant to Nebraska Administrative Code. The business service terms and conditions are located at [www.windstream.com/about/legal](http://www.windstream.com/about/legal)

#### Contractual Service

Installation of certain services may require a contractual agreement between a Customer and Windstream.

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### 2.5.2 Minimum Monthly Fee or Usage

The agreement may require the Customer to pay a minimum monthly fee ("MMF") or Minimum Usage ("MU") wherein the Customer agrees to pay for the duration of the term agreement, either the monthly recurring and usage charges, or the MMF amount and/or MU charges, whichever is greater.

Should the Customer choose to terminate its contract without cause prior to the agreed upon term, it will be liable for the MMF and the MU specified in the contract multiplied by the number of months remaining in the term, unless Customer converts to another service provided by the Company with equal or greater term and MMF and MU commitment. In the event neither the Company terminates the contract after it expires, then the Company shall continue to provide service to the Customer under the terms of the then applicable Tariff and the expired contract on a month-to-month basis.

## 2.6 Application for Service

### 2.6.1 General

The Company reserves the right to refuse service to any person requesting service, subject to applicable law.

### 2.6.2 Information Required

When applying for service, each prospective Customer will be required to furnish Company with the following information:

- A. The name of the party who will be responsible for payment for the service provided.
- B. The address or addresses or exact location of the premises where service is to be provided and billed.
- C. Any information required to make a proper determination of appropriate creditworthiness.

### 2.6.3 Initiation of Service

Service shall be deemed to be initiated upon the service activation date. For multi-location customers, service shall be deemed to be initiated upon service activation at the first location.

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#### 2.6.4 Temporary Service

When the Company renders temporary service to a Customer, the Customer may be required by the Company to bear the entire cost of installing and removing the service facilities.

#### 2.6.5 Cancellations and Deferments of Service

When a Customer cancels or defers an order for service before the service is activated, a charge applies that will allow Company to recover its unrecovered costs, including but not limited to outside vendor charges, engineering, labor, materials, and equipment. Charges apply as follows:

##### 2.6.5.1 Cancellation

The charge is equal to the unrecoverable costs incurred prior to the request for cancellation and the costs of removal, restoration, and disposal, if any, to comply with the cancellation. Those costs include, but are not limited to, costs of outside vendors, engineering, labor, nonrecoverable materials, and equipment expense.

##### 2.6.5.2 Deferment of Start of Service

If a request for deferment of service is received by Company prior to the date an order for equipment or service is placed with Company's supplier, no charge shall apply. For deferments received by Company subsequent to the date the order for equipment or service is placed with Company's supplier, a monthly recurring charge based upon the costs incurred prior to the request for the deferment applies. This monthly rate shall be equal to the deferred investment multiplied by the monthly prime interest rate as announced by USBank plus recurring costs resulting directly from the deferral such as storage, taxes, etc.

In addition, any extraordinary nonrecurring costs resulting from the deferral, such as additional engineering, labor, and transportation, shall be billed in total. Billing shall start at the beginning of the month of deferment and extend to the start of service. Charges shall not exceed the monthly rate that would have applied had the service been established. Company will also charge the Customer who defers service any and all rates and charges incurred by Company for any leased facilities for which Company is held responsible. Company will make a good faith effort to minimize those rates and charges whenever possible.

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## 2.7 Deposits

Deposits are detailed in the general Company Terms & Conditions which are available by visiting [www.windstream.com](http://www.windstream.com), or by calling a service representative at 877-807-9463.

### 2.7.1 Account Handling Charge

Where permitted, an Account Handling Charge set forth in the Price List Attachment of this Tariff is assessed to a customer's account for each Company attempt to return an outstanding credit balance to the customer if a first mailing is returned undeliverable. This charge is for maintaining the account after the initial attempt and for each subsequent attempt. This charge will not be assessed more than twice a year.

## 2.8 Billing

The bill will contain all information required by state and federal regulatory agencies.

### 2.8.1 Monthly Billing

Bills to Customers will be issued monthly unless Company is authorized to bill at other than monthly intervals because of unusual circumstances. Local service charges, including installation charges, are billed in advance. Certain toll charges and NRCs are billed in arrears.

The Customer is responsible for all calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge. Company shall have no responsibility with respect to billings, charges, or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional, and long-distance services provided by a third-party vendor. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

### 2.8.2 Charges Based On Duration of Use

For any service offered by the Company, if the computed charge for a call includes a fraction of a cent, the fraction is rounded up to the next whole cent.

Exceptions: Special rounding arrangements may be made through contractual arrangements.

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### 2.8.3 Bill Format Options

A Customer's invoice is presented electronically via the Internet with e-mail notification to the Customer. In addition, a summary with a remittance slip is presented on paper via standard mail. Both options are available at no charge to the Customer.

Should the Customer choose to receive by mail a detailed paper invoice in addition to the on-line invoice and summary, the Customer may be responsible for a monthly charge as indicated in the Price List Attachment, unless the state prohibits a charge for detailed paper invoices. Company may also charge for services that provide specific call detail information or other data not normally provided in the invoice and an additional service fee per copy or reprint requested.

## 2.9 Payment for Service

### 2.9.1 Collections and Late Payment Charges

Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. No collection efforts other than the rendering of the bill shall be undertaken until the delinquency date.

If payment is not received by the due date listed on the bill, then a late payment collection fee may apply, as set forth in the Price List Attachment, in addition to a late payment charge of 1.5%, or the maximum late payment percentage permitted by state law, will also be applied to all amounts previously billed.

Customers shall be responsible for all costs incurred in the collection of unpaid charges or in any other action to enforce payments and/or obligations arising under this Tariff. Except where expressly prohibited by law, if Company initiates legal proceedings to collect any amount due hereunder and the Company substantially prevails in such proceedings, then the Customer shall pay the reasonable attorneys' fees and costs incurred by Company in prosecuting such proceedings and any appeals therefrom

Company may also charge a bad check charge as set forth in the Price List Attachment, or the maximum permitted by applicable law, if a check tendered for payment is returned to Company as non-sufficient funds (NSF) or is not in acceptable form.

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### 2.9.2 Partial Payment

If a Customer makes a partial payment in a timely manner and does not designate the service for which payment is made, the payment shall first be applied to the undisputed balance for local service, with the remainder applied on a pro rata basis to regulated utility services and toll service. Any remainder will then be applied to deregulated and unregulated services other than toll.

### 2.9.3 Taxes, Surcharges, and Fees

#### General

There shall be added to the customer's bills, as a separate item, an amount equal to the proportionate part of any license, occupation, franchise, or other similar fee or tax now or hereafter agreed to or imposed upon the Company by the State, Commonwealth, or local taxing authorities, whether imposed by statute, ordinance, franchise, or otherwise, and which fee or tax is based upon a percentage of the gross receipts, net receipts, or revenues of the Company. Such amount shall be added to bills of customers receiving service within the territorial limits of the taxing authority. Where more than one such fee or tax is imposed, each of the charges or taxes applicable to a customer shall be added to the customer's bill as separately identified items, unless otherwise permitted and subject to technological limitations. Any surcharges not prohibited from being passed through will also be assessed where applicable.

#### Administrative Services Fee ("ASF")

The Administrative Services Fee is a flat percentage monthly fee assessed to all monthly recurring charges (MRCs) to recover costs associated with a tariff or price list filings, collections, record maintenance, various state business licenses, various regulatory fees where applicable, general account servicing, and the administrative costs the Company incurs for local, state and federal governmental data gathering, record maintenance, and required reporting. This is not a tax or charge imposed by a governmental entity. The applicable percentage rate may vary. For the most current rate in effect, please refer to PAETEC Communications FCC Tariff No. 3, Section 5.8, publicly posted at <https://www.windstream.com/tariffs>.

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#### 2.9.4 Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential Customers or to business Customers that make payment using their financial institution's bill payment service, Customers with negotiated contracts that do not allow the assessment of this fee, or Customers without a computer. This fee will be assessed at the point of payment and will not appear on the Customer's invoice.

#### 2.10 Disputes and Complaints

Disputes and complaints are detailed in the general Company Terms & Conditions which are available by visiting [www.windstream.com](http://www.windstream.com), or by calling a service representative at 877-807-9463.

#### 2.11 Disconnection and Suspension

Disconnections, and suspensions will be handled pursuant to applicable state public utility laws, if any, and the general Company Terms & Conditions which are available by visiting [www.windstream.com](http://www.windstream.com), or by calling a service representative at 877-807-9463.

#### 2.12 Information Service Access Blocking

Where facilities are available, Company shall institute call blocking to all "900", "960" and "976" prefix numbers, without charge for the first block, subject to applicable law. If a customer chooses to eliminate the free call blocking service for these types of calls, the Customer shall be fully responsible for all such charges regardless of who made such calls from the Customer's telephone line. Company will comply with all applicable rules of the Commission, if any, concerning such blocking.



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2.13 Special Construction and Special Arrangements

Subject to the agreement of the Company at its sole discretion, special construction and special arrangements may be undertaken on a reasonable effort basis at the request of the Customer. Special arrangements include any service or facility relating to a telecommunications service not otherwise specified under Tariff, or for the provision of service on an expedited basis or in some other manner different from the normal Company practices including, but not limited to, where facilities are not presently available, and there is no other requirements for the facilities so constructed; of a type other than that which Company would normally utilize in the furnishing of its services; over a route other than that which Company would normally utilize in the furnishing of its services; in a quantity greater than that which Company would normally construct; on a temporary basis until permanent facilities are available; involving abnormal costs; in advance of its normal construction, etc.

Where Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in the Company's Tariff, charges, Company will disclose such charges to Customer and gain its approval for those charges prior to proceeding with the special construction. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

2.14 Non-Routine Installation and Maintenance

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

2.15 Telephone Numbers

The customer has no property right in the telephone number, nor any right to continuance of service through any particular Central Office (CO), and the Company may change the telephone number or CO designation of a customer, whenever it considers it desirable.

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### 3.0 Services

#### 3.1 Local Exchange Service

##### 3.1.1 General

Local Exchange Service is a service that allows customers to originate non-toll local calls at locations within the service areas in which the Company has been approved for certification for termination within the local calling area (including any applicable EAS areas) of those locations. Subject to service availability and the package selection by the customer, Local Service may include services in addition to those required for completion of non-toll local calls (including services which may not be subject to regulation under this tariff) which are purchased as part of a bundle or package.

##### 3.1.2 Availability

Company offers local service in the areas in which it has been certified by the Nebraska Public Regulation Commission; services are available where facilities permit and are available, by Company in its sole discretion. Some features may not be available in all areas or may slightly vary between service areas contingent on network availability or configuration.

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### 3.1.3 Service Areas and Local Calling Areas

Company's exchange area and local calling areas are identical to those defined in the tariffs of the incumbent local exchange provider. The Company concurs with their filed exchange maps.

#### Extended Area Service

Extended Area Service provides two-way telecommunications service between main stations of separate exchanges at flat monthly rates as listed in the Pricing Attachment. This rate is in addition to the Local Exchange Access Line rate.

EAS Areas for Omaha Customers – Arlington; Bennington; Blair; Carter Lake, IA; Council Bluffs, IA (including Carson, IA, Crescent, IA, Underwood, IA); Elkhorn; Fort Calhoun; Fremont; Glenwood, IA; Gretna; Kennard; Louisville; Macedonia, IA; Minden, IA; Mineola, IA; Missouri Valley, IA; Murray; Neola, IA; Oakland, IA; Plattsmouth; Silver City, IA; Springfield; Tabor, IA; Treynor, IA; Yutan; Valley; Waterloo

EAS Areas for Blair and Fort Calhoun Customers – Arlington; Fort Calhoun; Herman; Kennard; Omaha; Bennington; Elkhorn; Fremont; Gretna; Springfield; Valley; Waterloo; Carter Lake, IA

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### 3.2 Local Exchange Standard Access Line

The Standard Residential Access Line provides a Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Standard Access Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. Standard Access Lines enable the customer to:

- (a) place or receive calls to any station in the local calling area, as defined herein;
- (b) access enhanced 911 Emergency Service where available;
- (c) access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- (d) access Operator Services;
- (e) access Directory Assistance;
- (f) place or receive calls to 800 numbers;
- (g) access Telecommunications Relay Service.

### 3.3 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of two (2) listings per each call to Directory Assistance.

### 3.4 Operator Service

Provides for live or automated operator treatment when Customer dials "0". Services include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

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### 3.5 Directory Listings

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgement, the clearness of the listing or the identification of the Customer is not impaired thereby.

The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

Each listing must be designated Government, Business, or Residence to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto, with no compensation made to the Customer.

All Customer's may receive a Primary Listing at no additional charge. Alternate Listings may be available for an additional charge depending on the Customer's location and subject to availability:

**Primary:** A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer.

This listing is provided at no additional charge.

**Alternate Listings:**

**Additional:** In connection with local exchange service, additional listings are available only in the same name of authorized users of the Customer's service, as defined herein.

**Non-Published:** Listings that are not printed in directories nor available from Directory Service. A Non-Published Telephone Service will be furnished at the customer's request providing the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the DA records.

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**Non-Listed:** A Non-Listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's DA and other records and will be given to any calling party.

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

**Alternate Call:** This listing, where available, references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

**Reference:** A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone number.

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4.0 Lifeline Assistance Programs

A. Federal Lifeline Program

Company concurs in the Qwest Corporation d/b/a CenturyLink QC Nebraska Exchange and Network Services Catalog Federal Lifeline Program Section 5.6 description eligibility, terms and conditions, and credit amounts, together with amendments and successive issues.

B. Nebraska Low-Income Telephone Assistance Program

Company concurs in the Qwest Corporation d/b/a CenturyLink QC Nebraska Exchange and Network Services Catalog Low-Income Telephone Assistance Program Section 5.6 description eligibility, terms and conditions, and credit amounts, together with amendments and successive issues.

C. Tribal Lands Lifeline Program

Company concurs in the Qwest Corporation d/b/a CenturyLink QC Nebraska Exchange and Network Services Catalog Tribal Lands Lifeline Program Section 5.6 description eligibility, terms and conditions, and credit amounts, together with amendments and successive issues.

D. Tribal Link-Up Program

Company concurs in the Qwest Corporation d/b/a CenturyLink QC Nebraska Exchange and Network Services Catalog Tribal Lands Lifeline Program Section 5.6 description eligibility, terms and conditions, and credit amounts, together with amendments and successive issues.

Billing Category	Rate Description	Exchange	Rate Application	NRC	Recurring Rate
Residential Local Exchange Service Access Line	Local Service – Per Line	All except Blair and Fort Calhoun	Per Month	\$30.00	\$50.00
Residential Local Exchange Service Access Line	Local Service - Per Line	Blair, Fort Calhoun	Per Month	\$35.00	\$50.00
Extended Area Service	Local Service – EAS Additive	All	Per Month		\$3.50
Directory Listing Service	Primary Number Published	All	Per Month		No Charge
Directory Listing Service	Alternate Directory Listings	All	Per Month, Per Number		\$10.00
Directory Listing Service	Establish or Change in Listing	All	Per Occurrence	\$20.00	
Directory Assistance Service	Info Request	All	Per Occurrence	\$6.99	
Operator Services	Operator Station Call	All	Per Occurrence	\$9.99	
Operator Services	Person to Person	All	Per Occurrence	\$7.99	
Operator Services	Busy Line Verification	All	Per Occurrence	\$9.99	
Operator Services	Call Interrupt	All	Per Occurrence	\$9.99	



<b>Billing Category</b>	<b>Rate Description</b>	<b>Exchange</b>	<b>Rate Application</b>	<b>NRC</b>	<b>Recurring Rate</b>
Administrative	Returned Check Charge	All	Per Occurrence	\$30.00	
Administration	Convenience Fee – Per Occasion	All	Per Occurrence	\$25.00	
Administration	Service Order – Per Order	All	Per Occurrence	\$50.00	
Administration	Network Premise Work – First 15 minutes (Mon – Sat)	All	Per Occurrence	\$100.00	
Administration	Network Premise Work – each additional 15 minutes or fraction thereof. (Mon– Sat)	All	Per Occurrence	\$25.00	
Administration	Network Premise Work – First 15 Minutes (Sunday and Holidays)	All	Per Occurrence	\$150.00	
Administration	Network Premise Work – Each additional 15 minutes or fraction thereof (Sunday and Holidays)	All	Per Occurrence	\$30.00	
Administration	Trouble Isolation Charge- Residential	All	Per Occurrence	\$100.00	

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<b>Billing Category</b>	<b>Rate Description</b>	<b>Exchange</b>	<b>Rate Application</b>	<b>NRC</b>	<b>Recurring Rate</b>
Administration	Service Connection Charge	All	Per Occurrence	\$75.00	
Administration	Service Change Order	All	Per Occurrence	\$50.00	
Administration	Restoration of Service	All	Per Occurrence	560.00	
Administration	Temporary Suspension of Service	All	Per Occurrence	\$25.00	