### **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.

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### TARIFF FORMAT

<u>Page Numbering</u>. 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.

<u>Page Revision Numbering</u>. 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.

<u>Check Sheets</u>. 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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Cozad Telephone Compan	У
Local Exchange Service To	ariff

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Cozad Telephone Company 122 East 7<sup>th</sup> Street Cozad, Nebraska 69130 (308) 784-4044

### LOCAL EXCHANGE SERVICE TARIFF

### SECTION 1. GENERAL

# 1.1 Purpose of the Company

Cozad Telephone Company hereinafter referred to as the Company, is a local exchange carrier authorized and obligated to provide local exchange telephone service within the territories certificated to it by the Nebraska Public Service Commission. The Company furnishes local exchange telephone services in accordance with this tariff on file with the Commission.

### 1.2 Exchange Areas

### 1.2.1 Exchange Area Description

The exchange area of each exchange includes the urban area and the rural territory surrounding each town as reflected on the exchange area maps. Cozad Telephone Company is authorized to provide service for the following exchanges:

Cozad, Nebraska

# 1.2.2 Exchange Area Maps

Copies of the original exchange area maps for Cozad Telephone Company are on file with the Nebraska Public Service Commission.



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### 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 certificated service area of the Company and to all the regulated services rendered by the Company except as otherwise provided for in private contracts between the Company and a customer.
- B. 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 tariff.

# 1.3.2 Inspection of Company's Tariff

A copy of the Company's tariff shall be on file for inspection at the business office of the Company during normal business hours. The Company shall not refuse permission to anyone requesting to inspect its effective tariffs, nor shall it require anyone to state a reason why they wish to do so prior to permitting access.

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# 1.3 Tariff (Cont'd)

# 1.3.3 Explanation of Symbols Used in the Tariff

- (C) Signifies a changed term or condition.
- (D) Signifies a discontinued rate, term or condition.
- (I) Signifies a rate increase.
- (G) Signifies a grandfathered rate of service. Present customers may continue service until a move or a change of service occurs.
- (M) Signifies material relocated without change.
- (N) Signifies new material.
- (R) Signifies a rate reduction.
- (T) Signifies a change in text only no change in rate, term or condition.



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<u>Access</u>: The ability of the subscriber to use the local exchange carrier's facilities for connection to the network, i.e. to place or complete local, intrastate, interstate and international telephone calls and other communications messages.

Access Line: The facility used by the exchange carrier to provide dial tone to a subscriber from the central office through and including the Network Interface on the subscriber's premises.

<u>Accessories</u>: Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to, the communications path of the telecommunications system.

Additional Telephone Set Line: Consists of wiring on a customer's premises to the jack or outlet of the Additional Telephone Set service location, other than the inside wiring associated with the jack or outlet for access line service.

<u>Additional Telephone Set Service</u>: Provides the capability for originating calls from or receiving calls at instruments provided at locations in addition to the location of the access line service.

<u>Airline Miles</u>: The number of miles between two points calculated by using the shortest distance between the points involved.

<u>Amending Customer Request</u>: A subsequent request to change the order, providing the changes can be accomplished without issuance of new work orders, and all work ordered can still be completed at the same time.

Applicant: Any person or persons, firm, partnership, corporation, municipality, cooperative, organization, governmental agency or any other entity requesting provision of service in accordance with this tariff.

<u>Application for Service</u>: A request made verbally or in writing for local exchange service including requests for a change in existing service.

Base Rate Area: The area in which basic access line service is furnished without mileage charges.

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Building: A structure occupied by one or more customers.

<u>Business Office</u>: The office of the Company that handles customer billing, collections and applications for service.

<u>Call</u>: A customer telecommunications message attempted.

<u>Campus</u>: A group of two or more buildings or spaces located on a single owned continuous or contiguous property.

<u>Central Office</u>: An independent switching unit in a telephone system that provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

<u>Change</u>: When telephone service is changed at the customer's request. Such changes include, but are not limited to, the change in class, grade or type of service.

<u>Channel</u>: A path for communication between two or more stations, or central offices, furnished in such a manner as the Company may elect, whether by wire, radio or combination thereof.

<u>Circuit</u>: A channel used for the transmission of electrical energy or the furnishing of telecommunication services.

<u>Class of Service</u>: The various categories of service generally available to the customer, such as business access line service.

Commission: The Nebraska Public Service Commission.

Company: Cozad Telephone Company.

<u>Complex Service</u>: For the purpose of applying Premises Work Charges, this is any telephone system which is served through common equipment.

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Conforming Answering Device: A customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control.

<u>Construction</u>: All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify services or facilities provided to the customer.

<u>Continuous Portions of a Building</u>: The term "Continuous Portions of a Building" denotes spaces within a given building which are occupied by the customer and connected by doors, hallways, stairs or elevators and not separated by space occupied by others or used by the general public.

Continuous Property: Continuous Property is defined as the land, including any buildings or buildings thereon, occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes a passageway which is suitable to the Company for the placing of wire facilities. Pipe and conduits are considered enclosed passageways.

<u>Cost</u>: The cost of labor and materials that includes appropriate amounts to cover the Company's general operating and administrative expenses.

<u>Customer</u>: The person, firm or corporation responsible for the payment of charges and compliance with the conditions of the Company.

<u>Customer-Provided Terminal Equipment</u>: Any wiring, device or apparatus provided by the customer for which complete ownership and maintenance responsibility resides with the customer.

<u>Customer Request</u>: The contact (call visit or correspondence) during which the customer provides sufficient information to affect service order work.

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<u>Data Access Arrangement</u>: A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Group Use Exchange Service.

<u>Demarcation Point</u>: The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises. The demarcation point location will be within 12" of the protector, or when there is no protector, within 12" (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

<u>Direct Electrical Connection</u>: A physical connection of the electrical conductors in the communications path.

<u>Disconnection</u>: Discontinuance of Company service made at the request of the customer or at the option of the Company for nonpayment of service or other valid reasons.

<u>Entrance Facilities</u>: Those facilities from the property line to the point at which the cable enters the premises and terminates at the protector.

Exchange: A unit, or geographical area, established by an exchange carrier for the administration of access line service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with associated plant used in furnishing access line service in the area.

<u>Exchange Area</u>: The territory served by an exchange as specified in this Local Exchange Service Tariff and in which the Company is authorized to provide service.

Exchange Carrier: A local exchange telephone company operating under authority of a certificate of public convenience and necessity engaged in providing access line service and related telecommunications service, regulated and unregulated, to the public. An exchange carrier may provide interexchange service as authorized by the Commission.

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Exchange Service: Local Exchange Service.

<u>Facilities</u>: Central office equipment, supplemental equipment, apparatus, wiring, cables (outside plant feeder and distribution) and other materials and mechanisms necessary to or furnished in connection with telephone service.

<u>Firm Bid</u>: A firm price, in writing for a stated purpose, good for a limited period of time. Firm bids accepted by customers will be billed at the stated price, regardless of the actual cost incurred by the installation forces.

<u>Indebted Household</u>: Two or more people living together at least one of whom is indebted to the Company for service previously rendered.

<u>Inside Wire</u>: Telephone wiring located on the building owner's/customer's side of the Demarcation point. Such wiring is deregulated. Installation and maintenance of Inside Wire is the responsibility of the customer or premises owner.

<u>Installation</u>: Any activity required by the Company in order to initiate, provide, rearrange, or modify services or facilities for use by the customer.

<u>Installation Charge</u>: A charge designed to recover nonrecurring costs associated with the installation of services.

<u>Interexchange Carrier</u>: A telecommunications company that provides interexchange service.

<u>Interexchange Service</u>: The telecommunications service rendered by companies between points that are not both within a local calling area established in the tariff of an exchange carrier.

<u>Interface</u>: That point on the premises of the customer at which provision is made for connection of other than the Company provided facilities to facilities provided by the Company.

<u>Local Channel</u>: A channel connecting two or more stations within an exchange area or that portion of a channel connecting two or more stations within an exchange area.

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<u>Local Exchange Access Line</u>: Facilities from the central office up to the network interface designated by the Company to secure individual and party line service.

Local Exchange Carrier: The exchange carrier.

<u>Local Exchange Service</u>: The telecommunications service provided within a local calling area, or exchange area, in accordance with this tariff.

Local Exchange Telephone Service: Local Exchange Service.

Message: A completed customer telephone call.

Move: A relocation of telephone service within a customer's premises.

Network Control Signaling: The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

<u>Network Facilities</u>: All Company facilities from the central office up to and including the Standard Network Interface at the Demarcation Point.

<u>Network Interface</u>: That point on the premises of the customer at which provision is made for a connection of other than the Company provided facilities to facilities provided by the Company.

Noncomplex Service: For the purpose of applying Premises Work Charges, this is any telephone system not requiring common equipment.

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.

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<u>Pay-per-call Services (900 960 or 976 Services)</u>: Telecommunications services that 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 presubscription relationship, and (c) for which the consumer pays a per-call or per-time-interval charge that is greater than or in addition to the charge for the transmission of the call.

<u>Premises</u>: A tract of land. This tract of land may have one or more building structures or individual space or units on its grounds. There may be individual space or units also within this building structure.

<u>Premises Work Charge</u>: For all customer requested work performed by the Company on the customer's premises. Premises Work Charges do not apply to:

- Establish or reestablish network access.
- Installation of wire and appropriate jack on the network side of the Network Interface.

<u>Product Charge</u>: A charge designed to recover additional nonrecurring costs for services not covered by Premises Work Charges.

<u>Protector</u>: An electrical device located in a central office, a customer's premises or anywhere along the telephone facility path. This device protects both the Company's and the customer's property and facilities from high voltages and surges in current.

<u>Private Contracts</u>: The agreements between the Company and a customer for the furnishing of service in instances where all or part of this tariff does not apply.

<u>Service</u>: An arrangement of telephone facilities located on a customer's premises, separate and independent from an arrangement at other premises.

Service Connection Charges: The nonrefundable charges a customer is required to pay at the time of the establishment of telephone service or subsequent additions to that service in accordance with this tariff.

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Standard Network Interface (SNI): The SNI is a standard FCC registration jack or its equivalent which is provided, installed, owned and maintained by the Company at the customer's premises. The SNI is placed at the point on the customer's premises where all premises services are connected to the telecommunication's network via Company or customer owned facilities/wire.

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

<u>Supporting Structure</u>: Consisting of, but not limited to, pipes, conduits, poles, trenches, backboards, plenum spaces, etc., as required for the physical placement, protection and support of telephone facilities. These structures are furnished, installed and maintained at the expense of the premises owner for the use by the Company in terminating regulated facilities.

Switch: A unit of dial switching equipment that provides interconnection between station lines or trunks.

<u>Subscriber</u>: The customer provided with local exchange service by the Company.

<u>Tariff</u>: The schedule of rates, tolls, rentals, charges, classifications, rules and regulations that are filed by the telephone companies and approved by the Commission.

Tariff Sheet: An individual sheet or page of the Company's tariff.

<u>Telecommunications Service</u>: The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variations, or impulses whether conveyed by cable, wire, radiation through space, or transmitted means of other media within a specific area or between designated points.

<u>Telephone Company</u>: Any person, firm, partnership or corporation engaged in the business of furnishing telecommunications services to the public by the authority of and under the jurisdiction of the Nebraska Public Service Commission.

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# 1.4 Definition of Terms Used in the Tariff (Cont'd)

<u>Toll Message</u>: A completed telephone call or telephone communication between an exchange station and another station not located within the same local exchange area as the calling station and for which specific charges for each such message are applicable.

Type of Service: Rotary dial or touch-tone service.

<u>User</u>: The user of a service regardless of the identity or location of the customer of the service.



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### SECTION 2: GENERAL TERMS AND CONDITIONS

### 2.1 Establishing and Furnishing Service

### 2.1.1 Provision of Service

#### A. Use of Service

- 1. Telephone service is furnished to customers for use only by customers, their family, guests, or persons residing with them as members of their household; persons leasing or subleasing their residence during their temporary absence from such premises, or by their employees or representatives when engaged in business; except as the use of the service may be extended to joint users under the established terms and conditions governing joint user service. Additional telephone service may be installed at locations not on the customers' premises only when there is other telephone service at those locations adequate, in the opinion of the Company, to take care of exchange and toll requirements. Such service is installed subject to the transmission limitations of exchange circuits.
- 2. A customer shall not provide switched voice or data communications between local exchange areas using underlying services from this Tariff. Providers of interexchange service, that furnish service between local calling areas, must purchase services from the Access Service Tariff for their use in furnishing their authorized intrastate telecommunications services to end user customers. If a customer violates this condition, and has not placed an order for necessary services from the Company's Access Service Tariff for immediate installation within 14 days of notice from the Company, the Company shall immediately disconnect such services purchased from this Tariff.
- 3. Application of Rates by Use of Service
  - a. Service is classified as business service and business rates apply when any of the following conditions exist:
    - (1) When the service is furnished at a location where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
      - · Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
    - (2) When the directory listing is to be a business listing.

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### 2.1.1 Provision of Service (Cont'd)

- A. Use of Service (Cont'd)
  - 3. Application of Rates by Use of Service (Cont'd)
    - b. Service is classified as residence service and residence rates apply when the following two conditions exist:
      - (1) When the service is furnished at a location used primarily for domestic purposes; a residence location typically contains cooking and sleeping facilities.
        - Residence service will be allowed for individual rooms at group homes,
           e.g., patient rooms at retirement homes, boarding houses, if the listing is in an individual's name.
        - Residence service will be allowed in church living quarters and the clergy person's private study if the listing is in an individual's name.
      - (2) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.
    - c. A residence service may not be part of a hunting sequence that contains business lines.
    - d. Customers changing from business to residence service will be assigned a different telephone number. Referral of calls to the new residence telephone number assigned will not be provided.
      - Customers may choose to retain the same telephone number but must continue to pay business rates until the next telephone directory is issued in which their telephone number does not appear as a business listing.
    - e. When it is determined that a customer with residence service should be reclassified as business service under the above provisions, the Company will discontinue the service in the event such customer refuses to permit the service to be classified as business service and pay applicable business rates.
    - f. The prices for services, including any and all discounts to which the customer may be entitled will be offered and charged to customers independently from and regardless of the customer's purchase of any customer premises equipment or enhanced services from the Company.

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### 2.1.1 Provision of Service (Cont'd)

### B. Change of Responsibility

- 1. When a person, firm, partnership, corporation, club, or association attempts to become a telephone customer either through taking over an existing service and the associated telephone number or numbers, or to obtain service by means of a specific previously used telephone number or numbers, or to have calls transformed from such previously used telephone number to an established service, all ongoing rates, charges, and contract obligations, shall be made known, in writing to the requesting customer. Assignment of the number or numbers, or transfer of call to the requesting customer, will be at the discretion of the Company and conditioned upon receipt of the requesting customer's written acceptance of responsibility of all such ongoing rates, charges, and contract obligations, except where such requirement is forbidden by law as in some cases of bankruptcy.
- 2. The customer is responsible for notifying the Company in advance of date the service is to be transferred. The previous customer will receive a closing final bill as of the date of the transfer. There must be no break in service.
- 3. If a new customer does not choose to use the old number, transfer of calls from the old to the new number will not be provided.
- 4. Change of responsibility applies for ongoing rates, charges and contractual obligations when a new customer takes over the account except as specified in 3.1.1.C.9., or when a customer regrades from residence to business service and requests a final bill.

NONRECURRING CHARGE

Charge for change of responsibility

- Residence

- Business

\$ 10.00

15.00

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### 2.1.2 Obligation to Furnish Service

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

### 2.1.3 Limited Communication

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

### 2.1.4 Termination of Service-Company Initiated

### A. Termination or Refusal of Service

- 1. The Company may either temporarily deny service or terminate the service upon:
  - a. Nonpayment of Local or Long Distance nonrecurring charges.
  - b. EXCEPTION: Lifeline service may not be disconnected for nonpayment of toll.
  - c. Use of foul or profane language.
  - d. Impersonation of another with fraudulent intent.
  - e. The abuse of fraudulent use of service or facilities to transmit a message or locate a person or otherwise to give or obtain information without payment of a message toll charge.
  - f. Abandonment of the service.
  - g. Use of service in such a way as to interfere with the service of other customers.
  - h. Use of service for unlawful purposes.
  - i. Any other violation of the Company's terms and conditions.

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# 2.1.4 Termination of Service-Company Initiated (Cont'd)

### A. Termination or Refusal of Service (Cont'd)

- 2. The Company may disconnect, without advance notice:
  - a. Any telephone service which is used in such a manner as to interfere with the service of other telephone users.
  - b. Any facilities used for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
  - c. Any telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the telephone service of others.
  - d. Any telephone service that is used for any purpose other than as a means of communication.
  - e. Following the disconnection of service for any of these reasons, the Company will immediately notify the telephone customer thereof.
- 3. When the general telephone service to the public is impaired by a customer's use of exchange telephone service, the Company shall have the right to require the customer to contract for and properly operate as many additional telephone lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

# 4. Tampering with Equipment

The Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment which shows any evidence of tampering, manipulating 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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Effective: November 23, 2009

# 2.1.4 Termination of Service-Company Initiated (Cont'd)

# A. Termination or Refusal of Service (Cont'd)

# 5. Use of Service for Unlawful Purposes

The service is furnished subject to the condition it will not be used for an unlawful purpose. Service will be discontinued, upon five days written notice, if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Company receives other evidence giving reasonable cause to believe that such service is being or will be used, it will upon five days notice, deny the service or refer the matter to the appropriate law enforcement agency.

#### a. Fraud

Nebraska law prohibits the fraudulent use of a credit card or telephone billing number to obtain or attempt to obtain telephone service for the purpose of avoiding charges. The maximum penalty for violation is imprisonment for not less than one nor more than ten years.

# b. Annoyance Calls

Intentional annoyance of another by telephone is prohibited by law. The maximum penalty for violation is a fine of \$100 or 90 days imprisonment or both.

NPSC-Comm. Dept.

Effective: November 23, 2009

# 2.1.4 Termination of Service-Company Initiated (Cont'd)

#### B. Full Toll Denial

When a customer fails to pay outstanding charges billed by the Company for Message Telecommunications Services ("MTS") calls, including MTS provided by the Company and interexchange carriers (e.g., 0+, 1+, 0-, 10XXX), all MTS service may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial. Where Company facilities do not permit Full Toll Denial, the Company may deny all service.

### C. Restoration of Service

- 1. If the service furnished a customer is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Company, such service is restored only upon payment of a restoration of service charge in addition to charges due for service and facilities.
- 2. In cases where the service has been completely disconnected from a customer's premises because of discontinuance of service for nonpayment of charges due or for any other violation of the terms and conditions of the Company, service is reestablished only upon payment of the charges that would apply for a complete new installation for a new customer. Such charges are in addition to any charges due for services and facilities furnished up to the date of suspension of service.

NONRECURRING CHARGE

Each Restoration of Service,

per account

- Residence - Business \$ 10.00

15.00

3. Where Full Toll Denial has been applied to a customer's account (as specified under B., preceding), and the customer's main line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges. The following MTS Restoration Charge will apply:

NONRECURRING CHARGE

Per line Res Per line Bus Effective: November 23, 2009

# 2.1.5 Temporary Suspension of Service-Customer Initiated

#### A. General

Any class of exchange service may be temporarily suspended, at the request of the customer, as provided hereinafter. Service that is subject to an initial service period in excess of one month may not be suspended prior to the expiration of such initial service period.

### B. Terms and Conditions

#### 1. Main Station Service

- a. Complete temporary suspension of service is available to customers for any class of business, residence or rural individual service.
- b. The suspension rate will not be applicable until after the service has been in effect at full rate for a least one month.
- c. If the service suspended is restored to normal usage within 15 days, the full service rate applies for the period of suspension.
- d. If the service is suspended for a period of 16 days or longer, the reduction in charges for central office lines terminating at the same location and associated supplemental service is equal to 50% of the regular exchange charge for each item of service and facilities for the period so suspended.
- e. If the computed rate includes a fractional part of a cent, the rate to be charged is obtained by raising or lowering the computed rate to the nearest cent. If the fractional part is one-half of a cent, the next higher cent is to be applied.
- f. Full service rate for one month must be applied between periods of suspension.

# C. Charges

Upon request to restore service, the following nonrecurring charges apply.

NONRECURRING CHARGE

Per request Residence Business

\$ 10.00 15.00

NOV 13

Effective: November 23, 2009

### 2.1.6 Special Arrangements

- A. The rates and charges applying to telephone service and to any facilities associated therewith, contemplate standard arrangements. Special arrangements are furnished only at the customer's request. In the event that special arrangements are provided, the charges will be determined from the estimated cost of providing such arrangement.
- B. Estimated cost consists of an estimate of the following items to the extent that they are applicable:
  - · Cost of maintenance.
  - Cost of operation.
  - Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
  - · Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.
  - Any other specific items of expense associated with the particular situation.
  - · A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.
- C. Estimated cost installed as mentioned in B., above, includes cost of materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.

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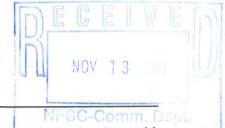
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Effective: November 23, 2009

### 2.1.7 Termination of Service

#### A. Initial Service Periods

- 1. The initial service period for service and facilities is one month, except as otherwise specified.
- 2. Initial service periods for service or facilities of any class will be greater than those specified herein whenever that is required in order for the Company to protect itself from making a hazardous investment because the customers location or the character of the service required is such that upon termination of the customer's contract the facilities which have been constructed or installed to render the service are not likely to be useful for furnishing service to any other customer.
- 3. Initial service periods may be less than those specified herein whenever the Company, at its discretion, deems it appropriate other than for Basic Local Exchange Services or Message Telecommunications Services.
- 4. Service for which the initial service period is one month may be terminated prior to the expiration of such period only by payment of charges for the entire initial period. The charges for any supplemental item of service or facilities furnished in connection with such service shall, however, be terminated in accordance with the conditions applicable to that item of service or facilities.
- 5. No charge is made for discontinuing any or all of the service or facilities furnished a customer, provided the initial service period for the service or facilities to be discontinued has expired and that any minimum charges for items of service or facilities have been paid in full.



Effective: November 23, 2009

### 2.1.7 Termination of Service (Cont'd)

### B. Termination Liability/Waiver Policy

Services provided via service agreements may be subject to the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy in their respective section of this Tariff.

#### 1. Definitions

### Minimum Billing Level

When services are provided under a service agreement, a Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% of the total monthly rates for the service provided under the customer's service agreement, unless otherwise specified.

### Minimum Service Period

When services are provided under a service agreement, a Minimum Service Period may be established. This would be the period of time that the 100% factor of the Termination Liability Charge would apply.

# 2. Complete Disconnect

If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage specified in the service agreement, for the remaining term of the agreement.

- · For example, if the customer discontinues service after 17 months of a 3-year (36 months) agreement, the termination charge will be the Minimum Billing Level for the service multiplied by the termination liability percentage, multiplied by 19 months.
- If the customer discontinues service after 6 months of a 3-year (36 month) agreement, with a 1-year (12 months) Minimum Service Period, the Termination Charge will he 100% of the Minimum Billing Level for the remaining 6 months of the Minimum Service Period, plus the Minimum Billing Level multiplied by the termination liability percentage multiplied by 24 months.

Effective: November 23, 2009

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### 2.1.7 Termination of Service (Cont'd)

C. Termination Liability/Waiver Policy (Cont'd)

#### 1. Partial Disconnect

If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.

### 2. Waiver Policy

A termination charge will be waived when the customer discontinues their contracted service(s), provided all of the following conditions are met:

- The customer signs a new service agreement for any other Company provided service(s);
- Both the existing and the new service(s) are provided solely by the Company;
- The order to discontinue the existing service(s) and the order to establish the new service(s) are received by the Company at the same time;
- The new service(s) installation must be completed within 30 calendar days of the disconnection of the old service(s), unless the installation delay is caused by the Company;
- The total value of the new service agreement(s), excluding any special construction charges and any other nonrecurring charges, is equal to or greater than 115% of the remaining value of the existing agreement(s);
- · A new minimum service period goes into effect when the new service agreement term begins;
- The customer agrees to pay any previously billed, but unpaid recurring, and any outstanding nonrecurring charges. These charges cannot be included as part of the new service agreement;
- All applicable nonrecurring charges will be assessed for the new contracted service(s).

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Effective: November 23, 2009

### 2.2 Payment for Service

# 2.2.1 <u>Customer Responsibility</u>

The customer is responsible for payment of all charges for facilities and services furnished at the customer's request, including charges for long distance services originated, or charges accepted, at such facilities. Bills are due when rendered and are payable at any business office of the Company, or at any other location designated by the Company. Failure to receive a bill does not exempt the customer from prompt payment of the account.

# 2.2.2 Payment of Bills

# A. Rendering of Payment

- 1. Late Payment Charge
  - a. A charge, at a rate not to exceed rates established by law, applies to unpaid amounts of \$15.01 or more. The charge on the unpaid amount of the account will be computed from the date of billing unless the account is fully paid within 30 days from that date. The date of billing shall mean the date the customer's bill is prepared by the Company. The 30 day period may be extended or changed by an agreement in writing.
  - b. Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge.
  - c. The late payment charge does not apply to final bills, one-time miscellaneous bills, bills rendered or mailed late, or first month bills for a telephone number change.
  - d. The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill shall be subject to the late payment charge.

# 2. Returned Check Charge

An administrative charge is applicable to the customer's account for each occasion that a check, bank draft, or an electronic funds transfer item is returned to the Company for the reason of insufficient funds or no account.

CHARGE

· Returned Check Charge

\$25.00

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Effective: November 23, 2009

# 2.2 Payment for Service (Cont'd)

### 2.2.3 Advance Payments

- A. Except as hereinafter provided, applicants for telephone service are required to pay in advance, at the time the application is made, any nonrecurring charges or installation charges applicable, and to pay the charges for one billing period for exchange service and facilities ordered.
- B. Where charges for construction apply, such charges are collected in advance if circumstances made that advisable in order to safeguard the Company's revenue. In such cases, and in cases where installation and/or nonrecurring charges are based on the cost of labor and material required, any advance payments are estimated and any adjustments which may be necessary are made when the work is completed.
- C. Advance payments are not required for service furnished customers whose financial responsibility is a matter of general knowledge. This also applies to Federal, State, County and Municipal governments.

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Effective: November 23, 2009, Dept.

# 2.2 Payment for Service (Cont'd)

### 2.2.4 Deposits

### A. Deposit Requirements

- 1. Applicants for service unable to establish a satisfactory credit rating with the Company or existing customers whose credit rating has become impaired will be required to make a cash deposit equal to two months of recurring charges to be held as security for the payment of bills for telephone service.
- 2. Qualifying applicants for the Lifeline Service Program may initiate service without paying a deposit if they voluntarily elect to have Toll Restriction on their line. Toll Restriction will be provided at no charge to Lifeline Service customers.
- 3. The amount of such deposit shall not exceed the amount of charges for telephone service which it is estimated will accrue for a period of two months.
- 4. When service is terminated, any balance of the amount deposited remaining after deduction of all sums due the Company will be returned to the customer, or the deposit may be returned at anytime previous thereto at the option of the Company.

# B. Interest on Deposits

Interest at the rate of 7% per annum, will be paid on all deposits.

# C. Deposit Alternatives

A Deposit Alternative may be available to residential service applicants. Residential customers may choose to subscribe to an individual exchange access line for local calling in lieu of a deposit for a full service arrangement. The access line is equipped with Toll Restriction and Billed Number Screening.

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Effective: November 23, 2009

# 2.2 Payment for Service (Cont'd)

# 2.2.5 Adjustment of Charges

### A. Interruptions

- 1. The Company shall make all reasonable efforts to prevent out of service conditions. Out of service is defined as:
  - a. The customer has lost the ability to either originate or receive calls from a premise or location such as residence, place of business or office location, or
  - b. A central office line or trunk cannot be used to either originate or receive calls.
- 2. In the event of an out of service condition, which is not due to the negligence or willful act of the customer, a pro rata adjustment will be made of any fixed monthly or annual charges for the service, and facilities affected by said out of service conditions as follows:
  - a. When the out of service period extends beyond 24 hours, the charges for the service affected will be voluntarily adjusted on a pro rata basis for the duration of the service outage from the time it is reported to or detected by the Company.
  - b. If, in the judgment of the Company, circumstances prevent a customer from notifying the Company of an outage of service, the requirement for notification to or detection by the Company may be waived. If known by the Company, the period adjusted will begin with the time at which the out of service occurred. If all other cases, this period will be considered to have begun at the time the customer first became aware of the service outage.
  - c. When an out of service condition reported to the Company continues for a period of less than 24 hours, adjustments for such outages will be made, if in the opinion of the Company, circumstances so warrant.

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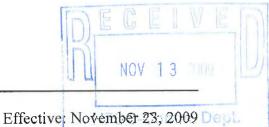
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#### 2.2 Payment for Service (Cont'd)

#### 2.2.6 Payment Plans

- Installment Billing for Nonrecurring Charges A.
  - Non recurring charges for service provided or work performed by the 1. Company (including, but not limited to, charges establishing or changing service, installation and special construction charges and final bills for service) are normally payable in full upon presentation of the bill.
  - When both the Company and the customer agree, a nonrecurring charge may 2. be paid in consecutive monthly installments. The commencement of the date of payment of each consecutive monthly installment shall be determined by the Company's billing schedule. (No more than 24 monthly installments will be permitted for any single transaction.)
  - 3, If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it by law including the right to terminate telephone service.
  - The customer shall have the option to prepay the entire unpaid balance at any 4. time.



### 2.3 <u>Limitations of Liability</u>

### 2.3.1 Limitations

- A. The services furnished by the Company, in addition to the limitations set forth herein, are subject to the following limitations: The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company, caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs).
- B. The Company's liability, if any, for its willful misconduct is not limited by this catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair, or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this catalog as an allowance for interruptions.

#### C. Defacement of Premises

The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or from the installation or removal thereof, when such defacement of damage is not the result of the negligence of the Company.

### D. Transmission of Messages

The function of the Company is to furnish means of communication between telephone stations. Acceptance, by employees, of written or verbal communications from the public, for transmission or delivery, is forbidden.

# E. Outgoing and Incoming Service Privileges

The catalogs of the Company govern and fix the outgoing service of a customer and in no manner guarantee the same incoming service. All incoming service of a customer depends upon and is limited by the right of a calling customer to such service.

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Effective: November 23, 2009

# 2.4 Responsibilities of Parties

### 2.4.1 Company Responsibility

### A. Maintenance and Repair

Except under conditions involving their outright sale, facilities furnished by the Company on the premises of a customer, authorized user or agent of the Company, are the property of the Company. They are provided upon the condition that such facilities must be installed, relocated, rearranged, tested, inspected and maintained by the Company, and that the Company's employees and agents may enter said premises at any reasonable hour for such purposes and to make collection from coin-box telephones or, upon termination or cancellation of the service, to remove such facilities.

### B. Performance of Work on Customers' Premises

- 1. It is contemplated that all work on customers' premises can be performed during regular working hours. If a customer requests that work be performed during hours which results in overtime or premium rates of pay, a charge may apply in addition to other rates and charges which may be applicable, equal to the amount of overtime or premium time payments.
- 2. It is also contemplated that all installation, removals, service connections, moves and changes requested by a customer be performed without the Company incurring unusual costs. If a customer requests that work be performed in a special manner or at a special time which results in unusual costs, a charge equal to the amount of unusual costs may apply in addition to other applicable rates and charges.

All ordinary expense of maintenance and repair, unless otherwise specified in the Company's catalogs or in the contract for the use of the facilities will be borne by the Company

- a. The telephone facilities furnished shall be carefully used and cared for by the customer and shall be surrendered to the Company upon termination of the customer's right of use, in as good a condition as when received, ordinary wear and tear excepted.
- b. In case of damage to, or destruction of, any of the said facilities, due to negligence or willful act of the customer, the customer shall pay either the cost of replacing the facility or the cost of restoring the facility to its original condition.

Effective: November 23, 2009

# 2.4 Responsibilities of Parties (Cont'd)

#### 2.4.2 <u>Customer Responsibility</u>

#### A. Transmission of Messages

The customer indemnifies and saves the Company harmless against claims for libel, slander, infringement of copyright arising from the use of material transmitted over its facilities, or infringement of patents arising from combining with or using in connection with, facilities of the Company, apparatus or systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

# B. Protection of Equipment and Facilities

Customers shall protect the facilities of the Company used to render the service to them and located upon their premises and grounds against other users and uses of their property. When, in the judgment of the Company, such other users or uses would impair any Company service or constitute a hazard to Company property or to the safety of its employees, special precautions may be required.

# C. Lost and Damaged Equipment

Customers of the Company will be responsible for loss of or willful damages to, facilities provided by the Company for use by customers on their premises.

#### D. Building Space and Electric Power Supply

Suitable commercial power, power wiring and outlets, housing, heat, light and ventilation and conduit as required for the operation of telephone facilities furnished for the use of customers in or on their premises and grounds shall be provided, i.e., furnished, installed and maintained by and at the expense of the customer.

#### 2.4.3 Communications Systems and Premises Wire

# A. Connections of Equipment, Communications Systems and Premises Wire

No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in the Company's catalogs. In case any such unauthorized attachment or connection is made, the Company will have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

Effective: November 23, 2009

# B. Broadcast of Recorded Telephone Conversations

Recorded telephone conversations may be broadcast either during or following the period of recording, provided that in the interest of protecting the privacy of telephone service the recording is made in accordance with the conditions set forth in the catalogs of the Company governing the recording of telephone conversation.

### 2.4 Responsibilities of Parties (Cont'd)

#### 2.4.4 Special Taxes, Fees and Charges

- A. When any municipality, other political subdivision or local agency of government collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, or franchise fee, 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.
- B. Communication Impaired Surcharge

Nebraska law requires that a surcharge be collected on each telephone access line in Nebraska. The surcharge will be remitted to the Nebraska Public Service Commission to establish and administer a fund for a statewide Telecommunications Relay System to be used for eligible communication impaired persons.

This surcharge will be collected on the first one-hundred (100) telephone access lines per customer, and will appear on a customer's local telephone bill.

#### MONTHLY

USOC RATE

Surcharge per access line

AH8

\$0.03

(R)



Issued: June 27, 2013 Effective: July 7, 2013

# SECTION 3: SERVICE CHARGES

#### Miscellaneous Nonrecurring Charges 3.1

#### Nonrecurring Charges 3.1.1

### A. Description

A nonrecurring charge is a one-time charge made under certain conditions to connect, move and change telephone service.

Nonrecurring charges, where applicable, are specified with services as stated in each section of this Tariff unless otherwise specified or included in this section.

#### B. Terms and Conditions

- 1. Nonrecurring charges apply to customer-initiated requests to establish telephone service except as specified in this or in other sections of this Tariff.
  - Charges to establish business main and additional, residence main and a. additional service trunks, and lines, consist of:
    - Nonrecurring charges for appropriate class of service.
    - Premises Work Charges where applicable.
  - For installation of miscellaneous services subject to an installation or product b. charge the following charges apply:
    - Nonrecurring charges for appropriate class of service.
    - Premises Work Charges where applicable.
- 2. Nonrecurring charges apply for customer-initiated requests to move telephone service on the same premises. Charges for moves of trunks, business and residence service consist of:
  - Nonrecurring charges for appropriate class of service.
  - Premises Work Charges where applicable.

For moves of other services subject to an installation or product charge, apply:

The appropriate nonrecurring charge.

Any appropriate Premises Work Charges.

The installation or product charge or specifically described move charge shown in the other sections of this Tariff.

# 3.1.1 Nonrecurring Charges (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 3. Nonrecurring charges apply for customer-initiated requests for changes. Nonrecurring charges apply as follows unless specifically accepted in other sections of this Tariff:
    - · Apply nonrecurring charges for appropriate class of service.
    - Apply Premises Work Charges where applicable.
  - 4. Nonrecurring charges apply separately to each unit of service moved or changed, except where the applicable charge is the actual cost of all moves, changes or rearrangements made at one time. Cost is defined in Section 2.
  - 5. If work involves both business and residence items of service, the appropriate class of service nonrecurring charge applies for each.
  - 6. One nonrecurring charge applies per customer request to suspend and restore service.
  - 7. "Amending Customer Requests" are not subject to additional nonrecurring charges.
  - 8. One nonrecurring charge applies for the service located at premises. No additional nonrecurring charge applies for off-premises or secondary locations.
  - 9. Conditions Under Which Nonrecurring Charges Do Not Apply
    - a. Nonrecurring charges do not apply for Company initiated work:
      - (1) Telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
      - (2) To move or change customer's telephone service, up to and including the Network Interface or its equivalent, if required or initiated by the Company.
      - (3) Disconnection of service for nonpayment of charges due. The charge applicable for restoral of service is specified in 2.2.9
      - (4) To eliminate flat rate abuse.

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### 3.1.1 Nonrecurring Charges (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 9. Conditions Under Which Nonrecurring Charges Do Not Apply (Cont'd)
    - b. Nonrecurring charges do not apply for the following customer-initiated requests provided that work is limited to that specified below:
      - (1) Complete termination of service.
      - (2) The "From" portion of work involved in a transfer of service from one to another premises.
      - (3) The reestablishment of network service following destruction of a customer's premises or a portion thereof resulting from explosion, fire, flood, storm, accident, or the action of a public enemy. In such cases, and when possible, service up to and including the Network Interface will be reestablished at one location without nonrecurring charges or installation charges. At the customer's option, the reestablished service may be at the immediately occupied location or a subsequently occupied location.
      - (4) Disconnection and/or removal of the following items of service, providing no other work subject to nonrecurring charges is involved:
        - Main or additional telephone lines.
        - Directory listings and directory services.
      - (5) Establishing, changing, or discontinuing arrangements for:
        - Calling Card Service
        - · Other Special Billing Arrangements



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# 3.1.1 Nonrecurring Charges (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 9. Conditions Under Which Nonrecurring Charges Do Not Apply (Cont'd)
    - (6) Cancellation of orders except as specified in Section 2.
    - (7) Changing to a telephone compatible with aids used by the hearing impaired from a telephone which cannot be made compatible by changes in component parts.
    - (8) Changing responsibility, provided that service and billing is continuous and no final bill is issued.
    - (9) Changes to or from changes in Custom Calling Services provided on individual line service.
    - (10) Discontinuing all Custom Calling features.

# C. Rates and Charges

A Service Connection Charge is a charge associated with connecting or moving residence exchange access lines and features or services (when appropriate) which are added and/or changed concurrent with the access line activity.

SERVICE CONNECTION CHARGE

Per Service Order Res

Per Service Order Bus

\$10.00 15.00



#### 3.1.2 Premises Work Charges

A. Charges

# NONRECURRING CHARGE

• Schedule 1

Applicable to work performed Monday through Friday between 8:00 a.m. to 5:00 p.m.

 Initial Premises Work Charge, applies for the first 15 minutes or fraction thereof of billable premises work.

\$ 18.00

- Additional Premises Work Charge, applies for each additional 15 minutes or fraction thereof.

9.00



#### 3.1.3 Dual Service

### A. Description

Dual Service provides exchange access line service with the same telephone number simultaneously to two different addresses served from the same wire center. Dual Service is designed to provide the customer continuous service at both locations during the time of a move.

#### B. Terms and Conditions

- 1. Dual Service is available to those services that are not specifically designed or engineered.
- 2. Dual Service is available for a maximum of 30 days.
- 3. Dual Service is available on orders for a transfer of service within the same wire center where no telephone number change is involved.

#### C. Rates and Charges

- 1. This service is subject to the terms and conditions, rates and charges applicable to other exchange services and is in addition to basic rates and charges for the service with which it is associated.
- 2. In addition to the nonrecurring charges listed below, the customer will be charged the appropriate portion of the monthly rates for services provided at both locations during the period of Dual Service.

NONRECURRING CHARGE

Residence, per line

• Business, per line or trunk

\$ 10.00 15.00 DEGET V NOV 13 NPSC-Comm. Dept.

Issued: November 13, 2009 Effective: November 23, 2009

### 3.2 <u>Local Exchange Service</u>

#### A. General

#### 1. Definition

Local Exchange Access Line

Facilities from the central office up to the network interface designated by the Company to secure individual and party line service.

- 2. The General Terms and Conditions of this Tariff apply at all exchanges except as otherwise provided herein.
- 3. Local Exchange Main Line Service rates apply for each local exchange access line. All rates include touch-tone.
- 4. Nonrecurring Charges

Issued: November 13, 2009

# NONRECURRING CHARGE

 Change of telephone number initiated by customer or due to regarding from business to residence service, each

\$ 10.00

 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

10.00



# SECTION 4: CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4. Construction Charges and Other Special Charges

#### 4.1 General

A. All rates and charges quoted in the Section 5 of this Tariff and in other sections of this catalog provide for the furnishing of associated channel equipment or facilities where plant facilities are available or when the construction of the necessary facilities does not involve unusual costs. Likewise the rates and charges quoted in this Tariff contemplate the use of associated channel equipment and wiring of standard type and finish.

Under certain conditions, in other sections of this Tariff, construction charges are made to cover all or a portion of the unusual costs involved in the establishment of service, in addition to the rate for the class of service furnished, and any nonrecurring charges, mileage charges, or other charges that may apply. Also, where special arrangements or assemblies of associated channel equipment or wiring are desired, special charges are made as indicated. The Company may, at its discretion, modify requirements and charges to allow it to respond to competition.

#### B. Terms and Conditions

- 1. If the customer desires, he may furnish labor or material, or both, as part or whole payment for construction charges for pole or wire construction outside of base rate areas of exchanges, provided the labor and material furnished are in conformity with the Company's specifications.
- 2. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer regularly would be charged, the cost to the Company for such attachments must be borne by the customer.
- 3. "Cost", as used in this section, is to be interpreted to mean the cost of labor and material, plus the same proportion of the Company's general operating and supervisory expenses as is applied in the Company's accounts.
- 4. Except as otherwise provided, all construction is owned and maintained by the Company.

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### 4.1 General (Cont'd)

### B. Terms and Conditions (Cont'd)

- 5. If, to serve a customer, it is necessary to use right-of-way on private property, the customer is required to provide, or pay cost of providing the necessary right-of-way without expense to the Company. Provision and cost of right-of-way is, however, assumed by the Company whenever it is evident that the construction for which the right-of-way is obtained will be required as a part of the properly designed telephone distribution system used for serving customers in the area in which the right-of-way is obtained or beyond such area. If service can be provided by means of construction on a public highway without unusual cost, but the Company elects to provide construction on private property, the cost of obtaining necessary right-of-way in connection with such private property construction is not charged to the customer or customers so served.
- 6. If a special type of construction is desired by a customer, as when underground service connections are desired in places where aerial drop wires would ordinarily be used to reach customers' premises, or if the unusual requirements of a customer make the cost of an installation higher than it would be if the usual type of construction were used, the customer is required to bear the difference in cost between the special type of construction and the average cost of the usual type of construction.
- 7. Ordinary business buildings such as office buildings, stores, and factories are equipped with suitable conduit, wire wells or pipes in which to run the wiring and cabling for providing telephone service to customers occupying such buildings. Where buildings are not so equipped, the customer is required to bear such of the costs involved in installing the interior wiring or cabling necessary to provide the service desired as are in excess of what they would be if the buildings were so equipped. Likewise, where, in providing service in residences, the cost of providing the inside wiring desired is excessive, as may be the case where it is necessary to run wires through walls of masonry, the customer is required to bear the excessive costs involved.



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# 4.2 Provisioning Agreement for Housing Developments

#### A. Description

A Provisioning Agreement for Housing Developments (PAHD) is a contractual arrangement between the Company and the Developer/Builder for the provision of distribution facilities.

#### B. Terms and Conditions

- 1. A PAHD is required where Developers/Builders plan to develop four or more lots. Less than four lots will be treated according to the terms set forth under other portions of this section, if applicable.
- 2. The Company will provide trench and backfill for the facilities. In areas where the Company has trench and backfill agreements with other utilities, the Company may utilize those agreements.
- 3. To accommodate Developer/Builder coordination schedules, with the Company's approval, the Developer/Builder has the option of placing Company provided facilities in the trench.
- 4. The PAHD will include, but is not limited to: a description of the development; an addressed, recorded plat; trench and backfill specifications; easements; surface grade requirements; and coordination of inspection schedules.
- 5. The Company will provide the facilities at no charge to the Developer/Builder as long as the cost does not exceed the established cap, which is based on an average loop investment, times the number of lots in the development. The Company may require payment by the Developer/Builder of all costs in excess of the cap prior to the start of any required construction.
- 6. Distribution facilities covered in the PAHD cannot be used for subsequent developments until they are covered by a new PAHD.
- 7. The PAHD may vary terms and conditions as appropriate.



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### **SECTION 5: EXCHANGE SERVICES**

#### 5.1 Local Exchange Service

#### A. General

1. Definition

### Local Exchange Access Line

Facilities from the central office up to the network interface designated by the Company to secure individual and party line service.

- 2. The General Terms and Conditions of this Tariff apply at all exchanges except as otherwise provided herein.
- 3. Local Exchange Main Line Service rates apply for each local exchange access line. All rates include touch-tone.
- 4. Nonrecurring Charges

# NONRECURRING CHARGE

 Change of telephone number initiated by customer or due to regarding from business to residence service, each

\$ 10.00

 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

10.00



#### 5.2 Flat Rate Service

### A. Description

- 1. Flat Rate Service is an exchange service for which a specified rate is charged regardless of the amount of usage.
- 2. A nonprimary line is a separately billed residence line that is not the first line in the household. An additional line is a residence line that is billed together with a residence first line (primary) or a residence nonprimary line.

# B. Rates and Charges

Nonrecurring charges apply for connecting or moving telephone service.

	NONRECURRING CHARGE	MONTH RATE	
Residence	[1]	\$19.95	(I)
Business		29.95	(I)



[1] See 3.1.1 for nonrecurring charge application.

# 5.3 Local Exchange Options

### A. Hunting Service

#### 1. Description

Hunting Services are optional arrangements 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.

# 2. Rates and Charges

		NONRECURRING CHARGE	MONTHLY RATE
	Hunting, per line Business	\$10.00	\$ 3.00
•	Charge to rearrange, Per line Business [1, 2]	10.00	

[1] Does not apply when changing from Series Hunting to Multiline Hunting or vice versa.

[2] Applies to establish Hunting for trunks.

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# 5.4 <u>Direct Inward Dialing</u>

#### A. General

- 1. Direct Inward Dialing (DID) service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific Private Branch Exchange (PBS) station directly without an attendant's assistance. DID service may be provided where central office facilities are available and where the customer-provided switching equipment (PBX) capabilities permit. The PBX must comply with Part 68 of the Federal Communications Commission's Rules and Regulations (47 CFR Part 68).
- 2. Where available, DID local telephone numbers can be reserved or assigned in groups of 50 numbers.

# B. Application of Rates

- 1. This service is subject to the rates and charges applicable to other exchange service, and charges for this service are in addition to the basic rates and charges for the service with which it is associated. A monthly DID charge per trunk circuit termination will apply, depending on the type of circuit ordered.
- 2. A monthly DID number fee will apply for the reservation or assignment of each group of 50 numbers. The monthly DID number fee applies in addition to the monthly charges for DID trunks placed into service.
- C. Rates and Charges Direct Inward Dialing
   (A minimum of 12 Circuits/Trunks must also be purchased by subscriber)

PER TRUNK MONTHLY RATE

Each two-way digital ckt. term.

\$43.00

Nonrecurring Installation Charge

\$17.00

Each DID block of 50 numbers

\$50.00



Effective: November 23, 2009

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# 5.5 Telephone Assistance Programs

A. Nebraska Telephone Assistance Program (NTAP) and Federal Lifeline Program (Lifeline)

### 1. Description

NTAP/Lifeline assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence.

### 2. Eligibility Requirements

To be eligible for assistance, an applicant must meet the following qualifications:

- a. The applicant's household income as defined in § 54.400(f) must be at or below 135 percent of the Federal Poverty Guidelines for a household of that size; or
- b. The applicant, one or more of the applicant's dependents, or the applicant's household must receive benefits from one of the following federal assistance programs:
  - i. Medicaid,
  - ii. Supplemental Nutrition Assistance Program,
  - iii. Supplemental Security Income (SSI)
  - iv. Housing Assistance (Section 8)
  - v. Low-income Home Energy Assistance Program (LIHEAP)
  - vi. National School Lunch Program's free lunch program,
  - vii. Temporary Assistance for Needy Families, or
  - viii. One of the following Children's Health Insurance programs: Kids Connection; School Age Medical (SAM); Medical Assistance for Children (MAC); or Enhanced Medical Assistance for Children (EMAC).
- 3. NTAP/Lifeline provides for low-income consumers to pay reduced monthly charges. NTAP monthly service reductions include:
  - (1) Federal Lifeline Program Support Credit of \$9.25
  - (2) A monthly reduction off the local service charges in the amount of \$3.50 from the Nebraska Universal Service Fund.



Issued: June 15, 2012

# 5.5 <u>Telephone Assistance Programs (Cont'd)</u>





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# 5.6 <u>Premium Exchange Services</u>

#### 5.6.1 Custom Calling Services

### A. Description

#### Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

### Call Forwarding - Busy Line

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

# Call Rejection

Enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

# Call Forwarding - Do Not 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 present number of ringing cycles.

### Call Forwarding - Variable

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

Effective: November 23, 2009

### 5.6.1 Custom Calling Services (Cont'd)

# A. Description (Cont'd)

#### 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 the switchhook. The customer may elect not to respond to the signal, and continue the original call.

Call Waiting may be deactivated prior to making an outgoing call, (or during a call if the customer has Three-Way Calling).

A customer with Caller Identification may also receive name and/or number information on a call that is waiting. (The customer must have the appropriate CPE.)

A customer who subscribes to Call Waiting may enhance their service to separately identify local and long distance calls. Different tones will distinguish the two types of calls, whether at the initial ring cycle or in the call waiting mode. There is no additional charge for this Long Distance Alert feature enhancement, nor will the Company charge to add this feature.

A customer who subscribes to Call Waiting may also enhance their service by adding Talking Call Waiting to their line. Talking Call Waiting is an enhancement that provides an audible announcement to the incoming caller's name. The audible announcement consists of the regular Call Waiting tone followed immediately by the calling party's name.

# Caller Identification - Name and Number

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

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# 5.6.1 Custom Calling Services (Cont'd)

### A. Description (Cont'd)

# Caller Identification - Name and Number (Cont'd)

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.

#### Caller Identification - Number

Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.



### 5.6.1 Custom Calling Services (Cont'd)

#### A. Description (Cont'd)

#### Customer Originated Trace

Allows a called party to initiate an automatic trace of the last call received. Customer Originated Trace is available on a 30 day basis or on a per usage basis. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The Company is not liable for damages if, for any reason, the Customer Originated Trace attempt is not successful.

#### Dial Lock

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls they wish to have blocked. Customers may override the blocking at anytime through a personalized assigned PIN code.

# Distinctive Ring

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

#### Hot Line Service

Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

### 5.6.1 Custom Calling Services (Cont'd)

### A. Description (Cont'd)

#### Last Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Last Call Return and to business customers where technically feasible; and to monthly (subscription) customers only.

# Selective Call Forwarding

Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

# Speed Calling

Offers the customer storage of frequently called numbers, with the ability to dial the stored numbers by pressing one or two digits, rather than the 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.

# Three-Way Calling

Offers the capability to add a third party to an existing call, by depressing the switchhook. This service is available on a usage or subscription basis.

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### 5.6.1 Custom Calling Services (Cont'd)

#### B. Terms and Conditions

- 1. 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).
- 2. 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.
- 3. The predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
- 4. A line equipped with Hot Line Service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line Service.
- 5. A line equipped with Hot Line Service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.
- 6. Operator Verification and Interrupt will not function on line equipped with any of the Call Forwarding features.
- 7. Last Call Return and Three-Way Calling are available on a subscription basis.
- 8. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.
- 9. Where any custom calling feature causes or permits a call to be placed to a telephone number out of the local calling area, all toll charges will apply at the rates and terms established by the interexchange carrier providing the facilities to carry the call.

Effective: November 23, 2009

# 5.6.1 Custom Calling Services (Cont'd)

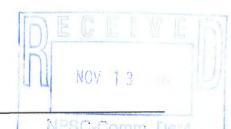
#### C. Rates and Charges

1. The following rates and charges apply for Custom Calling Services. The nonrecurring charge for business customers 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.

The nonrecurring charge will apply to change the predetermined number associated with Easy Access.

a. Per individual line equipped with:

	BUSINESS	NONRECURRING CHARGE	MONTHLY RATE
•	Call Forwarding	10.00	2.50
•	Call Forwarding - Busy Line	10.00	2.50
•	Call Forwarding - Do Not Answer	10.00	2.50
•	Call Forwarding - Variable	10.00	2.50
•	Call Forwarding - Busy Line/Do Not A	nswer 10.00	4.50



# 5.6.1 Custom Calling Services (Cont'd)

# C. Rates and Charges (Cont'd)

1.a (Cont'd)

	BUSINESS	NONRECURRING CHARGE	MONTHLY RATE
•	Call Rejection	10.00	2.00
•	Call Waiting	10.00	2.75
•	Caller Identification- Number	10.00	4.95
•	Caller Identification Name and Number	10.00	4.95
•	Dial Lock	10.00	2.25
•	Distinctive Ring	10.00	4.95
•	Hot Line	10.00	2,00
•	Last Call Return	10.00	2.00
•	Secondary Directory Number	10.00	4.95
•	Selective Call Forwarding	10.00	2.50
•	Six Way Conference	10.00	4.95
	Speed Calling-8	10.00	1.00
•	Speed Calling - 30	10.00	2.00
•	Three-Way Calling	10.00	2.75

Effective: November 23, 2009

# 5.6.1 Custom Calling Services (Cont'd)

# C. Rates and Charges (Cont'd)

1.a (Cont'd)

	RESIDENCE	MONTHLY RATE
•	Anonymous Call Rejection	2.00
•	Call Forwarding	1.75
•	Call Forwarding - Busy Line	1.75
•	Call Forwarding - Do Not Answer	1.75
•	Call Forwarding - Variable	1.75
•	Call Forwarding - Busy Line/Do Not Answer	3.00
•	Call Waiting	2.25
•	Caller Identification – Name	4.95
•	Caller Identification – Name and Number	4.95
•	Caller Identification – Call Waiting	6.95
•	Customer Originated Trace for 30 day period (or on usage basis at \$1.00 per occurrence)	5.00
•	Dial Lock	2.25
٠	Telemarket Do Not Disturb	4.95
•	Enhanced Telemarketing Do Not Disturb (Requires caller Identification)	2.95

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# 5.6.1 Custom Calling Services (Cont'd)

C. Rates and Charges (Cont'd)

1.a (Cont'd)

RESIDENCE		MONTHLY RATE
•	Hot Line	2.00
•	Last Call Return	1.00
•	Six Way Conference	4.95
•	Speed Calling - 8	.50
•	Speed Calling – 30	1.00
	Three-Way Calling	2.75
•	Toll Restrict With Pin Number	2.25



# 5.7 Premium Exchange Services

### 5.7.1 Number Forwarding

### A. Description

Number Forwarding allows a residence customer to have a telephone number identify without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

#### B. Terms and Conditions

- 1. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
- 2. Collect billing will be allowed to the Number Forwarding number.
- 3. Number Forwarding is offered subject to the availability of the facilities.
- 4. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
- 5. The service is not offered where the terminating telephone is a pay telephone.



### 5.7.1 Number Forwarding (Cont'd)

# C. Rates and Charges

- 1. The appropriate nonrecurring charge specified in this section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
- 2. The rates and charges are as follows:

	NONRECURRING CHARGE	MONTHLY RATE
Per Number Forwarding Number - Residence	\$10.00	\$1.75



#### 5.8 Public Communications Service – Coin and Coinless

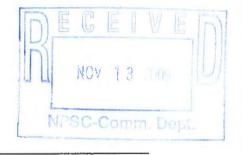
#### 5.8.1 Public Telephone Service

#### A. Description

Public Service is a customer service, with or without coin collection equipment, designed for locations where there is general public use.

#### B. Terms and Conditions

- 1. A public telephone is provided at the Company's initiative, or at its option, at a location accessible to the public, where warranted by public necessity or by the revenue to be received, and where the occupant of the premises agrees to permit the installation of such service in accordance with terms to be agreed upon between the occupant and the Company
- 2. The primary purpose of Public Telephone Service is to provide service for the general public and the use of the service by occupants of the premises where it is located is only incidental to the principal purpose.
- 3. "Local Messages" are messages to any line that subscribers may call from any public line without payment of toll charges.
- 4. Public telephone signs are displayed at the option of the Company.



Issued: November 13, 2009 Effective: November 23, 2009

- 5.8 Public Communications Service Coin and Coinless (Cont'd)
- 5.8.1 Public Telephone Service (Cont'd)
  - C. Message Charges

CHARGE	CH	ΑF	₹G	$\mathbf{E}$
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Local messages, eachDirectory Assistance, direct dial

\$ 0.25 0.75

0.75



# 5.8 Public Communications Service - Coin and Coinless (Cont'd)

#### 5.8.2 <u>Semipublic Telephone Service</u>

### A. Semipublic and Shared Payphone Service

# 1. Description

Semipublic and Shared Payphone Services are designed for locations where there is a combination of customer and public use.

#### 2. Definition

# Local Messages

Messages to any line that customers may call from any public or semipublic or shared payphone line without payment of toll charges.

#### 3. Terms and Conditions

- a. The location of the semipublic main telephone will be determined by the Company. The telephone will be removed or relocated when, in the opinion of the Company, the telephone or its contents may be subject to theft or damage.
- b. Where service is furnished outside of the base rate area, extra exchange line mileage charges are applicable in the same manner as for other town main line services. Excess construction charges, if any, will be applied in the same manner as for other town main line service.



# 5.8 Public Communications Service - Coin and Coinless (Cont'd)

### 5.8.2 Semipublic Telephone Service (Cont'd)

- A. Semipublic and Shared Payphone Service (Cont'd)
  - 3. Terms and Conditions (Cont'd)
    - c. The customer will reimburse the Company for any loss of or damage to the pay telephone instrument or enclosure from any source, including, but not limited to, theft of the collecting device or loss or damage due to fire or flood. See d., following.
    - d. The Company has the right to require the redemption by the customer of all slugs and spurious, mutilated or foreign coins deposited in the coin receptacle at the value for which they were evidently deposited. The Company may disconnect and remove the pay telephone and any extension equipment if the customer refuses to honor these arrangements.
    - e. Semipublic Telephone Service is not designed to supplant regular telephone service and, as such, will be provided only upon request and where there is an apparent need for the service to be used by the public as well as the customer.
    - f. Semipublic Telephone Service will be furnished only on an individual line basis.
    - g. Semipublic Telephone Service is not provided on an FX basis nor in connection with combination access line service.
    - h. Semipublic Telephone Service will be considered the same as business service for directory listing purposes. As such, the Semipublic Telephone Service rates and charges include one listing. Additional listings will be furnished at regular rates and charges.
    - i. The Time and Material charge, nonrecurring and/or installation charges will not apply to moves and/or changes or semipublic telephones where, in the opinion of the Company, such moves or changes are primarily to improve the service rendered to the public.
    - j. The minimum contract period is one month.

Effective: November 23, 2009

- 5.8 Public Communications Service Coin and Coinless (Cont'd)
- 5.8.2 Semipublic Telephone Service (Cont'd)
  - A. Semipublic and Shared Payphone Service (Cont'd)
    - 3. Terms and Conditions (Cont'd)
      - k. The customer will be required to aid the public in the use of this service.
      - 1. The Company will furnish and display, at the customer's request, such of its standard signs as are necessary to properly advertise the telephone. At locations where it is necessary to secure a permit and pay a fee for the privilege of placing a sign, the customer will be required to secure the permit and pay the fee.
      - m. Enclosures and other items of supplemental equipment will be provided in accordance with the rates, charges, terms and conditions specified 4.e, following.
      - n. Customers must provide to Company personnel ready access to the telephone equipment during normal working hours. Failure to do so could result in loss of semipublic service.
      - o. The Company may apply, at no charge, additional ancillary equipment to the semipublic telephone for the purpose of enhancing or protecting service. Equipment such as an amplified handset, loud button, slug rejection apparatus and informational stickers are examples of this type of equipment.
      - p. Toll Calling Plans are not available for Semipublic Telephone Service.

NPSC-Comm. Dept.

Issued: November 13, 2009

# 5.8 Public Communications Service - Coin and Coinless (Cont'd)

# 5.8.2 Semipublic Telephone Service (Cont'd)

# A. Semipublic and Shared Payphone Service (Cont'd)

### 4. Rates and Charges

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Gi .	Access	11100
a.	710000	LINCO

a.	Access Lines	NONRECURRING CHARGE	MONTHLY RATE
	Semipublic	\$90.00	\$50.00
,	Shared Payphone	90.00	50.00

# b. Change Charge

When the Semipublic or Shared Payphone instrument or enclosure must be moved and/or changed, the following nonrecurring charge applies:

## NONRECURRING CHARGE

Each instrument moved or changed

\$35.00

# c. Message Charges

Message charges specified in 5.7.1, preceding, apply to calls placed from semipublic or shared pay telephones.



## 5.8 Public Communications Service - Coin and Coinless (Cont'd)

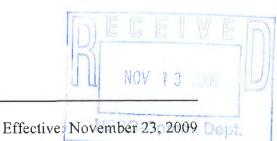
#### 5.8.2 Semipublic Telephone Service (Cont'd)

- A. Semipublic and Shared Payphone Service (Cont'd)
  - 4. Rates and Charges (Cont'd)
    - d. Enclosures

Enclosures may be furnished by the Company for use by a customer in connection with Semipublic or Shared Payphone Service. Time and Material charges apply in addition to nonrecurring charges.

		NON- RECURRING CHARGE	MONTHLY SEMI PUBLIC	RATE SHARED PAYPHONE
	Shelf	\$ 35.00	\$ 2.50	\$ 2.50
•	Small Walk-Up	35.00	7.50	7.50
•	Medium Walk-Up,	35.00	10.00	10.00
	Large Walk-Up	35.00	15.00	15.00
	Booth	35.00	20.00	20.00

- e. Credit for Shared Payphones
  - (1) The customer can earn on a monthly basis in relation to the Company revenue collected. Within a billing period, the Company revenue collected on the set will be compared to the monthly rate (line rate plus enclosure rate). The first increment of Company revenue equaling the monthly rate is revenue for the Company. The second increment of Company revenue equaling the monthly rate will be credited to the customer on a dollar for dollar basis. Within that same billing period, if those two thresholds are met, the customer will be credited 5% commission on the remaining Company revenue over those first two increments.
    - (2) Set paid revenue will be collected when the coin box is full and calculated in the credit formula on the month of collection.



## 5.8 Public Communications Service - Coin and Coinless (Cont'd)

#### 5.8.3 Coinless Public Telephone Service

### A. Description

Coinless Public Telephone Service is furnished at the Company's initiative or at its option when warranted for the purpose of satisfying the demand for optional billing of outgoing messages. Coinless Public Telephone Service offers the following options for the billing of outgoing messages: charging to a third number; a Company Credit card; or collect. In certain locations, calls may be billed on a collect basis only.

#### B. Terms and Conditions

Coinless Public Telephone Service may be provided on the premises of city, county, state and federal correctional institutions where potential usage by inmates participating in authorized telephoning programs warrants establishing the service. Such telephones will be provided for the purpose of originating long distance collect messages to numbers in the United State, Canada and Mexico or originating local collect messages. All other traffic, including calls to Company numbers, INWATS numbers and public emergency numbers such as 911, will be blocked.

The Company reserves the right to deny or terminate such service if unsatisfactory revenues or collection experiences are indicated.

- 1. Coinless Public Telephones are not equipped with coin collecting devices or receptacles. They may be furnished with booths, shelves and directories at the discretion of the Company.
- 2. In those areas where security arrangements restrict access to the Central Coinless Public Telephone location, the Company may elect to provide jacks through which the telephone may be connected to the network at appropriate times.

## C. Message Charges

Messages charges specified in 5.7.1, preceding, apply to calls placed from Coinless pay telephones.

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Effective: November 23, 2009

### 5.9 Joint User and Concession Service

#### 5.9.1 Joint User Service

#### A. Description

Joint User Service is an arrangement which permits the shared use of a customer's service not otherwise allowed under 2.1.1. Such use is available only to individuals, firms, or corporations specifically designated by the customer to share his service. Joint Users may be located in the customer's premises or at another location. The arrangement is available only for the following services:

- Business Individual Line (Including Multiline)
- · Private and Hotel Branch Exchange
- Telephone Answering Bureaus
- Group Use Exchange Service

#### B. Terms and Conditions

- 1. Application for Joint User Service, and for changes on service or equipment therein, must be executed by the customer. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of any of his Joint Users.
- 2. Charges for Joint User Service date from the day the service is established and are payable monthly in advance. The minimum period for Joint User Service is for the directory period of the directory containing the Joint User listing or one month, whichever is greater. Joint User Service may be terminated at the end of the directory period or at any time upon payment of all charges for the minimum service period. Joint User Service is terminated and charges for Joint User Service are automatically discontinued upon termination of the customer's telephone service or when a Joint User subscribes to his own service.
- 3. The total charge for telephone service provided by the Company and allocated by the customer to each Joint User shall not exceed the charges of the Company for the services provided to the Joint User.
- 4. Joint Users of a customer's service have the option of obtaining service directly from the Company.
- 5. A directory listing is included as a part of Joint User Service. This listing and additional listings are furnished Joint Users under the same conditions as to customers.

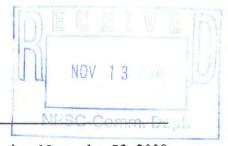
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- 5.9 Joint User and Concession Service (Cont'd)
- 5.9.1 <u>Joint User Service (Cont'd)</u>
  - B. Terms and Conditions (Cont'd)
    - 6. Joint User Service is not provided in connection with Residence Telephone Service.
    - 7. These Joint User provisions shall apply to services furnished by the Company.
  - C. Rates and Charges

Issued: November 13, 2009

The following rates and charges apply in addition to all other rates and charges applicable to services provided the customer for the use of the Joint User(s).

	NONRECURRING CHARGE	MONTHLY RATE
· Each Joint User in connection with flat rate, or message rate service.	\$15.00	\$6.00



### 5.10 <u>Directory Services</u>

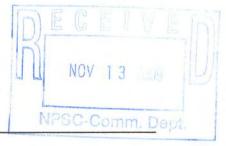
#### 5.10.1 Directory Listings

#### A. Description

- 1. 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.
- 2. 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 multiservice area exchange.

#### B. Terms and Conditions

- 1. 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 "nonlisted" service.
- 2. 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 "nonpublished" service.
- 3. The following listing exceptions are furnished without monthly charges either as Nonlisted or Nonpublished Directory Service.
  - · Other listed telephone service in the same name at the same address.
  - · Other listed telephone service in the same name in the same exchange.
  - · Temporary service (construction sites, elections, special events, etc.).
  - · Service involving data terminals where there is no voice use contemplated.



### 5.10.1 <u>Directory Listings (Cont'd)</u>

- B. Terms and Conditions (Cont'd)
  - 4. When the no charge exceptions listed above are Nonpublished Directory Service, B.2., preceding, does not apply, and the name as well as the telephone number are omitted from Directory Assistance Records.
  - 5. Listings shall be the names of individuals, businesses, clubs, associations, corporations or partnerships of subscribers or authorized users of exchange telephone service.
  - 6. 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.
  - 7. Normally all listings will be spelled in full, and common abbreviations will be used only with customer acceptance. Where more than one line is required to properly list a person or firm, no additional charge is made.
  - 8. Limitations concerning content of primary and additional listings.
    - a. Any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification is not permitted.
    - b. 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.
    - c. Listings that include advertising, such as words describing a product or including the price of a product or service, are not permitted.
    - d. Names designed to alphabetize a customer's listing ahead of or near competitor's listings are not permitted.
    - e. Listings are not permitted which are offensive to good taste.
    - f. Listings which are a subterfuge for illegal goods or services are prohibited.

Effective: November 23, 2009

## 5.10.1 <u>Directory Listings (Cont'd)</u>

- B. Terms and Conditions (Cont'd)
  - 8. Limitations concerning content of primary and additional listings (Cont'd)
    - (g) 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.
    - (h) The Company may require evidence of consent to the use of any name other than that of the customer.
  - 9. The Company's liability arising from errors in or omissions of directory listings will be limited to one-half the charges for the service affected for the period between the issuance of the directory in which the error or omission occurred and the publication of a new directory containing the proper listing.
  - 10. Types of Listings
    - a. Primary Listings
      - (1) 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.
      - (2) A primary listing is normally the name and address of:
        - (a) The person or firm contracting for exchange telephone service.
        - (b) A joint user.
        - (c) A party for whom the exchange telephone service was contracted for by another party.
        - (d) The name under which a firm regularly conducts business.
        - (e) Two individuals residing at the same address, with the same or different surname and given names. Each given name, for purposes of this tariff, is defined as any combination, not to exceed two, of the following:
          - · First name
          - · Middle name
          - · Initial
          - · Nickname
          - · Maiden name



#### 5.10.1 <u>Directory Listings (Cont'd)</u>

- B. Terms and Conditions (Cont'd)
  - 10. Types of Listings (Cont'd)
    - a. Primary Listings (Cont'd)
      - (3) An additional listing reversing the order of the individual's given names may be obtained at the rates for regular additional listings as specified in rates following. The restriction of no more than two given names applies only to listings involving two individuals' names.
      - (4) The primary listing, provided with a customer's second residence exchange service line, may be the names and addresses 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.
      - (5) When two or more lines service 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.
      - (6) Except as outlined above, a primary listing is provided with each main line associated with Business or Residence.
      - (7) 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.

## b. Additional Listings

- (1) 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.
- (2) 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.

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#### 5.10.1 <u>Directory Listings (Cont'd)</u>

- B. Terms and Conditions (Cont'd)
  - Types of Listings (Cont'd)
    - b. Additional Listings (Cont'd)
      - (3) 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.
      - (4) 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 station, PBX station, if the off-premises address is occupied by the customer or qualified joint user.
      - (5) Additional listings are available for unrestricted stations of Group Use Exchange and Direct in Dial PBX systems.
      - (6) 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.
      - (7) Charges for additional listings date from the day the related service order is completed.
        - a. 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.
        - b. 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.

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## 5.10 <u>Directory Services</u>

#### 5.10.1 Directory Listings (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 10. Types of Listings (Cont'd)
    - b. Additional Listings (Cont'd)
      - c. Additional listings appearing in the current directory may be terminated at other than directory periods only when, due to termination of the access line service, removal of the listed party from the location of the access line service, installation of separate access line service for the listed party, or other causes, it is evident that the listing has no further value. Such termination is subject, however, to payment of a minimum of one month's charges except as hereinafter provided.
      - (8) Additional listings may be provided without charge when 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.
      - (9) 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 an 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.



### 5.10 <u>Directory Services</u>

### 5.10.1 Directory Listings (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 10. Types of Listings (Cont'd)
    - b. Additional Listings (Cont'd)
      - (10) Residential 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; the names of permanent guests who maintain their residence in a boarding or rooming house where service is provided by means of pay telephone service.
        - (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.

# (11) 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.

# (12) 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.

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#### 5.10.1 <u>Directory Listings (Cont'd)</u>

- B. Terms and Conditions (Cont'd)
  - 10. Types of Listings (Cont'd)
    - b. Additional Listings (Cont'd)
      - (13) 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.

As provided for under 2.1.1, persons leasing or subleasing premises of residence customers for periods of less than one year, during temporary absences of the customers, are permitted to use the service furnished the customers upon request of the latter to render service to their tenants without change in the responsibility for all billing and contractual arrangements.

#### (14) 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-reference 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 information board calls, based on public habit and custom.

- 5.10 <u>Directory Services (Cont'd)</u>
- 5.10.1 <u>Directory Listings (Cont'd)</u>
  - B. Terms and Conditions (Cont'd)
    - 10. Types of Listings (Cont'd)
      - c. Nonpublished and Nonlisted Information Disclosure

Nonpublished and nonlisted 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.

Nonpublished and nonlisted 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.



#### 5.10 Directory Services (Cont'd)

#### 5.10.1 <u>Directory Listings (Cont'd)</u>

#### C. Rates and Charges

- 1. The appropriated nonrecurring charge applies for business customers to each:
  - · Change in primary listing other than when the customer moves to a new address;
  - · Additional listing established or changed;
  - · Nonpublished or nonlisted service established or changed;
  - 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;
  - · Change from one nonpublished service to a nonlisted service or a nonlisted service to a nonpublished service.
- 2. The nonrecurring charge for business customers will not apply to:
  - · Change from nonpublished or nonlisted to listed service;
  - 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.



### 5.10 Directory Services (Cont'd)

## 5.10.1 Directory Listings (Cont'd)

- C. Rates and Charges (Cont'd)
  - 3. Nonlisted and nonpublished service rates and charges do not apply to:
    - · Special Reverse Charge Toll Service.
    - Foreign Exchange Service where the customer is also furnished Local Exchange Service.
    - Any service furnished to the same customer which is in addition to a published service, providing the additional service is in the same name and is furnished either in the same exchange or in an exchange in which directory listings are intersorted with those of the exchange in which the published listing appears.
    - A customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the PBX furnished to the hotel, hospital, retirement complex, apartment house, boarding house or club.
    - Inward Wide Area Telecommunications Service.
    - Service terminating in the lobby telephone of an Apartment Door Answering Service or Apartment House Security System.
    - Nonlisted service in excess of one per customer where the customer has additional service of the same type (nonlisted service) in the same name and furnished either on the same exchange or in a different exchange, providing there is an intersort arrangement for directory listings of both exchanges.
    - Residence teletype service.



## 5.10 Directory Services (Cont'd)

# 5.10.1 Directory Listings (Cont'd)

# C. Rates and Charges (Cont'd)

# 4. Listing Rates and Charges

		NONRECURRING CHARGE	MONTHLY RATE
٠	Additional, Alternate, Tempora cross Reference, each - Business - Residence	\$ 10.00	\$ .50 .35
	Foreign, each - Business - Residence	10.00	6.00 1.50
٠	Informational, each - Business - Residence	10.00	.50 .35
•	Nonlisted, each - Business - Residence	15.00	NONE NONE
•	Nonpublished, each - Business - Residence	15.00	NONE NONE



## 5.11 Operator Services

## 5.11.1 <u>Intercept Services</u>

#### 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 Service

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

#### New Number Referral Service

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

#### B. Terms and Conditions

- 1. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
- 2. Intercept services are subject to the availability of the disconnected number and the availability of the CO facilities.
- 3. Intercept services are offered for periods up to three months for residential customers and up to twelve months for business customers.
- 4. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.



## 5.11 Operator Services (Cont'd)

#### 5.11.1 Intercept Services (Cont'd)

- B. Terms and Conditions (Cont'd)
  - 5. New Number Referral Service is available, at no charge, for the primary listed number. A charge will apply for any and all additional lines.

## C. Rates and Charges

The following nonrecurring charges apply to Intercept Services on a per line basis dependent upon the number of months provided.

- 1. Basic Intercept Service is provided at no charge.
- 2. New Number Referral Service

	NONRECURRING CHARGE
· Business	
- One month	\$ 10.00
- Two months	20.00
- Three months	30.00
- Six months	45.00
- Nine months	55.00
- Twelve months	65.00
Residence	
- One month	5.00
- Two months	10.00
- Three months	15.00

