

**GREAT PLAINS COMMUNICATIONS LLC**  
**SERVICE CATALOG 1**  
**GENERAL AND LOCAL EXCHANGE SERVICES**

Great Plains Communications LLC, a Delaware limited liability company, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, agreements, divisions, authorities, or other instruments whatsoever, including all supplements or amendments thereto, filed with the Nebraska Public Service Commission by Great Plains Communications, Inc. prior to the effective date of this notice.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of general and local exchange services by Great Plains Communications LLC within the State of Nebraska and applicable border exchanges.

This tariff is on file with the Nebraska Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business, 1600 Great Plains Centre, Blair, Nebraska 68008.

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**1. GENERAL**

**1.1 Purpose of the Company**

Great Plains Communications LLC, a Delaware limited liability company, hereinafter referred to as the Company, is a local exchange carrier authorized and obligated to provide local exchange service within the territories certificated to it by the Nebraska Public Service Commission. The Company's business office is located in Blair, Nebraska. The Company undertakes to furnish telecommunications services in accordance with its approved service catalog on file with the Commission.

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## 1.2 Exchange Area Description

### 1.2.1 Exchange Areas

The exchange area of each exchange includes the rural territory surrounding each town. Copies of the original maps are on file with the Commission. The Company is authorized to provide service for the following exchanges:

Archer	Ewing	Red Cloud
Arnold	Gordon	Rushville
Bancroft	Grant	St. Edward
Beemer	Hay Springs	Scribner
Belgrade	Hayes Center	Snyder
Bloomfield	Herman	Spalding
Byron	Imperial	Stapleton
Callaway	Indianola	Stratton
Cedar Rapids	Kilgore	Sutherland
Center	Merriman	Trenton
Chapman	Mirage Flats	Tryon
Chester	Niobrara	Venango
Cody	North Bend	Verdigre
Cotesfield	Oakdale	Walnut
Creighton	Oconto	Wausa
Crookston	Primrose	Wilcox
Crofton	Page	Winnetoon
Culbertson	Palisade	Wisner
Deshler	Petersburg	Wolbach
Dodge	Ponca	Woodlake
Elgin	Ragan	Wynot

1.2. Exchange Area Description (*continued*)

1.2.2 **Extended Area Service**

Certain exchanges, listed in Section 3.1.5, offer Extended Area Service (“EAS”). EAS allows customers in a given exchange to make calls to and receive calls from one or more other exchanges without toll charges.

1.3 **Service Catalog**

1.3.1 **Service Catalog Applicability**

- A. The rules, regulations and rates contained in this service catalog apply to the general public located within the certificated service area of the Company and to all services rendered by the Company, except as otherwise provided for in other catalogs or tariffs, or as provided in a special contract between the Company and a subscriber.
- B. Various services and facilities which have previously been supplied by the Company as part of its public utility obligation have been or are being phased out of public utility services pursuant to order of the Commission. This service catalog relates only to the Company’s continuing or future obligation to provide facilities or services. The Company may provide similar services or facilities not subject to regulation by the Commission as a matter of private contract. Any such offerings shall be subject to the provisions of private contracts rather than subject to the provisions of this service catalog.

1.3 Service Catalog (*continued*)

1.3.1 Service Catalog Applicability (*continued*)

- C. This service catalog cancels and supersedes 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 service catalog.

1.3.2 **Inspection of the Service Catalog**

Copies of these rules and regulations, together with rate schedules and forms for application and contract, are on file for inspection at the office of the Company during normal business hours. The office is located at 1635 Front Street in Blair, Nebraska. The Company may not refuse permission to anyone requesting to inspect its effective catalogs or tariffs, nor may it require anyone to state a reason why they wish to do so prior to permitting access.

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## 1.4 Definitions

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

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

Additional Listing - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which the customer is entitled in connection with regular service.

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

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

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

1.4 Definitions (*continued*)

Business Office - The office of the Telephone Company which handles subscriber billing, collections and applications for service.

Business Service - See Commercial Service.

Central Office - The location of the Telephone Company's switching equipment and where an individual telecommunications line may be switched to another.

Central Office Exchange - The territory served by a central office or a group of central offices, any one of which may serve any part of the exchange.

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

Certificated Service Area - Company's service area, as approved by the Commission.

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

Circuit - A channel used for the transmission of electrical energy in the furnishing of telecommunications services.

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

COAM - See Customer Owned and Maintained Equipment.

Coin Box Service - See Pay Telephone Service.

1.4 Definitions (*continued*)

Commercial Service - Company service provided to firms, corporations, agencies, partnerships, associations and other institutions, public or private, whose basic concern is the conduct of business, or the fulfillment of a public responsibility, and which are normally engaged in acts of commerce. One indication of commercial service is the reference to a user's phone number in public advertising of a business nature.

Commission - The Nebraska Public Service Commission.

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

Company - Great Plains Communications LLC.

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Connecting Arrangement - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

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

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

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

1.4 Definitions (*continued*)

Contiguous Property - The land, including any building or buildings thereon, and where there is general access without the necessity of crossing land used publicly or privately by others. The telephone plant directly between buildings on contiguous property shall not be considered company-owned plant.

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

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

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

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

1.4 Definitions (*continued*)

Directory Listing - Information contained in the Company-owned telephone directory, including reasonable advertising, whereby telephone users may ascertain the telephone number of other subscribers.

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

Drop Wire - Wires between a cable terminal and the point of entrance to the building in which the subscriber's telephone service is located.

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

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

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

Exchange Area - The territory served by an exchange as specified in the service catalog.

Exchange Message - A completed telecommunications between exchange stations in the same local service area.

Exchange Service - The telecommunications service provided within a local calling area, or exchange area, in accordance with this service catalog.

Extended Area Service - Interexchange telephone service generally furnished between one or more exchange areas without toll charges. (See Section 3.1.5.B for exception.)

1.4 Definitions (*continued*)

Extended Area Service Rate - The monthly charge applied to all telephone lines that have interexchange service to nearby communities without long distance charges. (See Section 3.1.5.B for exception.)

Flat Rate Service - The type of exchange service furnished at a stipulated monthly rate, with an unlimited number of calls within a specified local service area.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Exchange - In connection with foreign exchange service, that exchange which encompasses the central office from which the foreign exchange service (dial tone) is furnished.

Foreign Exchange (FX) Service - Exchange service furnished a customer from a central office located in an exchange other than that in which the customer is located.

Harm - Harm consists of hazards to personnel, damage to Company facilities, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to facilities, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

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

1.4 Definitions (*continued*)

Inside Wiring - Cable, wiring and jacks on the subscriber side of the point of demarcation.

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

Installation Charge - See Service Connection Charges.

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

Joint User - An individual or concern authorized by the Company and the subscriber to share in the use of a subscriber's business telephone service.

1.4 Definitions (*continued*)

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

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

Local Exchange Service - Telephone communications within a local service area in accordance with the provisions of the service catalog.

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

Local Service Area - That area throughout which an exchange service subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.



1.4 Definitions (*continued*)

Local Telephone Service - Exchange service available within the exchange area for communication between subscribers located within that exchange area only.

Message - A completed customer telephone call.

Mileage Charge - The additional charge for exchange telephone service based upon distance measurement for the service furnished.

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

Network Access Points - A connector, outlet, or wiring termination on a customer's premises which affords connection to the services of the Company.

Network Signaling Gateway - The terminal equipment furnished, GPC Softswitch installed and maintained by the Company for the provision of network control signaling.

Non-Listed Number - See Unlisted Number.

Non-Published Number - See Unpublished Number.

Nonrecurring Charge - A one-time charge associated with certain installations, changes or transfers of services either in lieu of or in addition to recurring monthly charges.

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

1.4 Definitions (*continued*)

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

One-Party Service - A grade of exchange service furnished by means of an access line arranged to serve one customer.

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

Pay Per Call Services (900, 960, or 976 Services) - Telecommunications services (a) which permit simultaneous calling by a large number of persons to a single telephone number, (b) for which the consumer is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a 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.

Permanent Disconnect - Termination of telecommunications service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Company to satisfy other service requirements.

Point of Demarcation - Point of connection owned by the Company to which customer inside wire is attached.

1.4 Definitions (*continued*)

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

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

Private Line Dedicated Circuit - A circuit provided to a subscriber which is not connected to the switching equipment of the Company and is utilized only by that subscriber.

Public Telephone Service - An unlisted, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the paystation may be of a coinless nature intended for collect, calling card, or third number billing purposes.

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

1.4 Definitions (*continued*)

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

Semi-Public Telephone Service - Exchange service designed for use of the customer and the public at locations somewhat public in character and involving a stipulated charge for each outgoing local message. A coin collection device is provided for immediate collection of charges for each outgoing local and toll message.

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

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

Service Connection Charges - Composed of the Service Order Charge and the Central Office Line Connection Charge.

Service, Grandfathered - services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

Single Line - A single access line serving a residence or business.

Special Assemblies - Customized service which has limited application to other subscribers. Such service will be priced on an individual case basis.

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

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

Subscriber Service Office - See Business Office.

1.4 Definitions (*continued*)

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

Telecommunications Services - For purposes of regulation by the Federal Communications Commission under the U.S. Communications Act of 1934 and Telecommunications Act of 1996, the definition of telecommunications service is “the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.” Telecommunications, in turn, is defined as “the transmission, between or among points specified by the user, of information of the user’s choosing, without change in the form or content of the information as sent and received.”

Temporary Disconnect - A short-term suspension of telecommunications service. Such disconnections may be made at the request of the subscriber or on the initiative of the Company in accordance with the rules and regulations of this service catalog.

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

1.4 Definitions (*continued*)

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

Tie Line - A circuit connecting two customer systems for the purpose of interconnection between the customer systems.

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

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

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

Toll Service - Telecommunications service between exchanges or locations for which a toll rate is charged.

1.4 Definitions (*continued*)

Underground Service Connection - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

Unlisted Number - A telephone number which is not listed in the directory.

Unpublished Number - A telephone number that is not listed in the directory and is not available to the public.

User - The user of a service regardless of the identity or location of the subscriber or customer of the service.

WATS (Wide Area Telephone Service) - The furnishing of inward or outward switched telephone communications service between a customer station associated with WATS access line and specified service areas or bands. (For example, a service area would be the state of Nebraska.)

### **1.5 Explanation of Symbols Used in the Service Catalog**

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (G) Signifies a grandfathered rate or service. Present customers may continue service until a move or a change of service occurs.
- (M) Signifies a matter relocated without change.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text only - no change in rate, treatment, or regulation.
- (Z) Signifies a correction.



## **2. RULES AND REGULATIONS**

### **2.1 Establishment of Service**

#### **2.1.1 Description of the Service**

- A. Local exchange and long distance telephone services are available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this service catalog and other catalogs or tariffs as may be applicable. These services consist principally of local exchange and toll telephone service for residential and commercial subscribers of the Company, interconnection to acceptable customer owned and maintained telecommunications equipment, and public pay telephone service. In addition to these services the Company may also provide, as a part of a special contract, other specialized communication services, specifically arranged for a particular subscriber's use.
- B. Charges for Company services offered under this service catalog are listed in Section 4 and consist of nonrecurring charges for service connections and certain administrative expenses, monthly recurring charges for telephone services, and charges for use of public pay station service. Long distance toll telephone charges are billed to the subscriber by the Company in accordance with the connecting company interstate tariff currently approved by the FCC and the intrastate catalogs or tariffs approved by the Commission.
- C. From time to time, the Company may offer special promotions waiving the monthly rates and/or installation charges of certain services, features, or packages of features.
- D. Occasionally, the Company may trial a service in certain exchanges. The normal charges for these services will be waived during this trial period. At the conclusion of the trial, customers who request continuation of such service will be billed standard recurring charges, beginning with the first billing date following the trial period. Services will be disconnected for those trial customers who do not request the services to be continued.

2.1 Establishment of Service (*continued*)

2.1.2 **Application of Business and Residence Rates**

- A. Business or residence classification of subscriber service is determined by the character of use to be made of the service.
- B. Service is classified as business service and business rates apply, where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the service or any part thereof is furnished at a business location. Where the telephone number is used in connection with business, professional, institutional or occupational advertising or other promotional media, business rates will apply, except when a residence telephone number is advertised as an alternate call number in connection with a business telephone number.
- C. Business rates apply at residence locations when the subscriber has no regular business telephone and the use of the service by the subscriber, members of the subscriber's, the subscriber's guests, or parties calling the subscriber can be considered as more of a business than of a residential nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, Facebook, websites and other social media, or other advertising matter, such as on vehicles, etc.
- D. Business rates apply at residence locations when the customer has an office or other place of business on the same premises.
- E. Service is classified as residence service and residence rates apply, where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

2.1 Establishment of Service (*continued*)

2.1.3 **Application for Service**

- A. All applications for service shall be made with the business office of the Company. The applicant agrees to abide by the rules and regulations of the Company as specified in its approved catalog on file with the Commission.
- B. The Company will not accept applications for telephone service by a customer for another applicant or member of an indebted household.
- C. The subscribers or their agents shall be responsible for providing all easements, information and assistance as may be required by the Company for the installation of their service. No service may be established until all easements have been provided without charge to the Company.
- D. Except where public safety or lawful emergencies require expeditious handling, the Company will normally process all applications in chronological order.

2.1 Establishment of Service (*continued*)

2.1.4 **Credit and Deposits**

*Reserved (next content at Section 2, Sheet 5; Sheet 4.1 is void).*

2.1 Establishment of Service (*continued*)

2.1.5 **Nebraska Telephone Assistance Program (NTAP)**

A. The Nebraska Telephone Assistance Program (NTAP) is part of a national program (called Lifeline) designed to promote universal service for low-income households.

B. NTAP provides for qualifying low-income consumers to pay reduced monthly charges. NTAP monthly service reductions include:

1. Federal Lifeline Support Credit of \$9.25 or \$7.25.

The \$9.25 credit can be applied when the Lifeline Customer has: a standalone qualifying broadband internet access service (BIAS) or a qualifying BIAS service in combination with a voice service.

The \$7.25 credit can be applied when the Lifeline Customer has: a standalone voice service or a voice service in combination with a non-qualifying BIAS service.

2. A monthly reduction in the amount of \$3.50 from the Nebraska Universal Service Fund. The \$3.50 can be applied when a standalone voice service is offered or when voice service is offered in combination with a broadband internet access service (BIAS).

C. The following eligibility requirements apply:

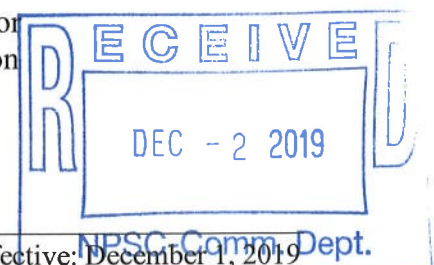
1. A consumer's household income must be at or below 135% of the Federal Poverty Guidelines; or

2. The consumer, one or more of the consumer's dependents, or the consumer's household must receive benefits from one of the following federal assistance programs:

1. Medicaid, includes Children's Health Insurance Programs - SAM, MAC, E-MAC & Kid's Connection
2. Supplemental Nutrition Assistance Program (SNAP)
3. Supplemental Security Income (SSI)
4. Federal Public Housing Assistance, or
5. Veteran's Pension/Survivor's Pension

(C)

(C)



2.1 Establishment of Service (*continued*)

2.1.5 Nebraska Telephone Assistance Program (*continued*)

- D. Nebraska Telephone Assistance Program services include:
1. voice grade access to the public switched network
  2. local usage at no additional charge
  3. dual tone multifrequency signaling or its functional equivalent
  4. single-party service or its functional equivalent
  5. access to emergency services
  6. access to operator services
  7. access to interexchange service
  8. access to directory assistance
  9. toll limitation services
- E. Toll limitation service, in the form of toll blocking, is offered to qualifying consumers at no charge.
- F. No service deposit will be collected in order to initiate service, if the qualifying low-income consumer voluntarily elects toll blocking. If the qualifying low-income consumer does not elect toll blocking, a service deposit may apply.
- G. A qualifying customer's local service will not be disconnected for nonpayment of toll charges, however, a Lifeline customer's toll service may be disconnected for nonpayment of toll charges.

Establishment of Service (*continued*)

2.1.5 Nebraska Telephone Assistance Program (*continued*)

- H. Disconnection for nonpayment shall not occur for a qualifying customer until 60 days after all NTAP credits due for a particular billing period have been applied to any billed amounts for that particular billing period for which the customer has not made full and complete payment.

(D)

**2.2 Minimum Contract Periods**

- A. Except as hereinafter provided or as specifically provided in this service catalog, the minimum contract period will be one month. Customers taking service for less than the minimum period will be billed for a minimum monthly charge, including installation and other nonrecurring charges, if any, as specified under the appropriate rate schedule.
- B. For directory listings, both the minimum and subsequent period will be coincident with the directory period.
- C. Where the provision of service requires unusual costs or involves special assemblies, the Company reserves the right to require a minimum contract period longer than one month.

## 2.3 Discontinuance of Service

### 2.3.1 General

- A. It is the Company's objective to provide continuous service to the subscriber and, at the same time, protect the interests of the Company. In the event that the Company must discontinue or deny service to the subscriber, the Company endeavors to implement, with due care, a fair and reasonable termination policy.
- B. The services or facilities may be discontinued by the Company if any of the following conditions occur:
  - 1. The subscriber fails to pay the Company, when due, any charges applicable to billings for telephone service. Written notice shall be served to the subscriber at least 7 days prior to the discontinuance of services for nonpayment and may be revoked if payment in full of the delinquent account is received prior to the established discontinuance date. In certain circumstances where the Company believes that it is warranted, the Company may discontinue service for nonpayment within 24 hours of notification. Such circumstances include, but are not limited to, the continued generation of excessive toll charges. Service, once suspended, shall not be restored until full payment is received plus an installation charge for reestablishing services.
  - 2. The subscriber abuses or damages the facilities furnished by the Company.



2.3 Discontinuance of Service (*continued*)

2.3.1 General (*continued*)

3. The subscriber uses the facilities, anonymously or otherwise, in a manner to frighten, abuse, torment, or harass another.
4. The subscriber uses the facilities or service in such a manner as to violate any rules or regulations of the federal and state authorities.
5. The subscriber violates any provision of the service catalog.

2.3.2 **Restoral of Service**

If the service is terminated because of abandonment of facilities or unauthorized use, and is subsequently restored to the same subscriber, no charge shall apply for the period during which service has been terminated.

## **2.4 Payment Arrangements and Credit Allowances**

### **2.4.1 General**

- A. Recurring charges shall be billed monthly in advance and toll charges shall be billed in arrears.
- B. Nonrecurring, toll, and other charges shall be assessed at the time such service is provided and billed as a part of the next regular monthly bill. When service does not begin or end on the first day of a billing period the charges or fractional part thereof will be prorated in the ratio number of days involved to 30 days.
- C. Special billing may be made by the Company to any subscriber where the total amount due the Company becomes unusually high without valid reason, or when the subscriber cancels service. Any special billing not paid within 10 days of the mailing date, in full, shall be considered delinquent.
- D. All billings presented for payment by the Company will show the type of service rendered, the related charges, and the total bill for such services.
- E. Taxes which are levied on the Company for direct charge to the subscriber shall be added to the subscriber's monthly billing as a surcharge. Such taxes and surcharges include sales taxes, federal excise taxes, applicable franchise taxes, occupation taxes, license taxes, E911 Surcharges, Telecommunications Relay Surcharges, FCC Subscriber Line Charges, or other such charges as may be mandated by the FCC, the NPSC or any other taxing authority or governmental agency having jurisdiction over the Company.

### **2.4.2 Advance Payments**

The Company may require applicants to make advance payments for service connection charges, installation charges, and special construction charges.

2.4 Payment Arrangements and Credit Allowances (*continued*)

2.4.3 **Handling of Checks/Late Payment Fee**

Checks on banks will be accepted for payment of Company bills or other amounts due to the Company. If a check is returned by the bank due to insufficient funds or other causes, a return check charge will be assessed. If the returned check was in payment for restoration of denied service, the subscriber shall be notified that unless the check is redeemed by cash or cashier's check, all service may be immediately suspended until payment in full is made.

If a bill is considered late or delinquent, a late fee will be assessed, calculated at 1.5% of the unpaid balance or \$10.00, whichever is higher.

2.4.4 **Credit for Local Service Outages**

For local service outages properly reported by the subscriber and for which the subscriber is not at fault, an adjustment to the regular monthly service charge is allowed as follows:

- A. No allowance is given for a service outage whose duration is less than 24 hours after receipt of the outage notice from the subscriber. For outages greater than 24 hours, an allowance equal to one-thirtieth (1/30) of the regular monthly recurring charges shall be made for each 24 hours, or fraction thereof, that the service remains unusable, except that the total allowance may not exceed the regular monthly charges for service.
- B. If service is interrupted as the result of widespread disaster, and other than by the negligence or willful act of the Company, no refund shall be required unless the service remains interrupted for a period in excess of 7 days.
- C. Refunds will be computed by the Company, or the subscriber may request a refund specifying the outage period, date and time of restoration. The Company will, upon verification, make appropriate adjustments in its next regular billing.

2.4 Payment Arrangements and Credit Allowances (*continued*)

**2.4.5 Change of Occupancy**

- A. When a change of occupancy or legal responsibility takes place on any premises served by the Company, notice shall be given within a reasonable time prior to such change. The outgoing subscriber is responsible for all service charges, including toll, until such notice has been properly transmitted, received and processed by the Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number as the previous subscriber, the incoming subscriber must make timely application to do so and assumes full responsibility for all billings received, including toll, from the date of the change of occupancy.
- B. In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to satisfy the present agreement with the Company, or make arrangements satisfactory to the Company for a new owner to assume the obligation for the balance of the application.
- C. The Company is not responsible for errors, delay or expense resulting from procedures other than those defined in this service catalog.
- D. Continuance of existing service is conditioned upon the acceptance of the present arrangement of equipment and services, including directory advertising, if the existing telephone number is retained.

**2.4.6 Cancellation of Service at Subscriber Request**

- A. All cancellation requests made to the Company by the subscriber shall be made to the business office of the Company. All charges will be assessed and payable upon disconnection of service.

2.4 Payment Arrangements and Credit Allowances (*continued*)

2.4.6 Cancellation of Service at Subscriber Request (*continued*)

- B. When installation of facilities has been initiated, and prior to the establishment of service the service is cancelled, a charge equal to the estimated installed cost, less salvage value, may be applied, or a charge equal to the minimum period of service including installation charges, if any, and the full amount of any termination charges applicable.
- C. In the case of directory listing service, where the listing has appeared in the directory, monthly charges will be made to the end of the directory period, except that the charges will cease at the time:
  - 1. The contract for the main service is terminated, or
  - 2. The listing party dies or moves to some new location at which the subscriber's service in connection with which the subscriber is listed is not available.

2.4.7 **Employee Telephone Service**

*Reserved.*

(D)

2.4 Payment Arrangements and Credit Allowances (*continued*)

(D)

**2.4.8 Adjustments for Municipality Payments**

When any municipality, other political subdivision or local agency of government collects from the Company any gross receipts tax, occupation tax, license tax, emergency call service tax or fee, 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.

## **2.5 Customer Owned and Maintained Equipment (COAM)**

### **2.5.1 General**

- A. Customer-provided terminal equipment and customer-provided communication systems may be connected with the facilities furnished by the Company for telephone services, as provided in this service catalog and as set forth in the FCC registration program contained in Part 68, Chapter 1, Title 47 of the Code of Federal Regulations.
- B. The customer shall be responsible for maintaining inside wiring and jacks and for all installations and modifications to the inside wiring. All installations will comply with the National Electric Safety Code as outlined in the National Bureau Standards Handbook and all existing local electric safety codes.
- C. Where telephone service is used in connection with customer-provided terminal equipment or communication systems, the operating characteristics of such equipment or systems shall be such as to:
  - 1. Not interfere with any service offerings by the Company.
  - 2. Not endanger the safety of Company employees or the general public.
  - 3. Not damage, require change in, or alteration of equipment or other facilities of the Company.

2.5 Customer Owned and Maintained Equipment (COAM) (*continued*)

2.5.1 General (*continued*)

4. Not interfere with the proper function and testing of Company service, equipment or facilities.
  5. Not impair the operation of the telephone network or otherwise injure the public in its use of the Company's services.
- D. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause a hazard or interfere with the proper function and testing of the service, the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.
- E. Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling shall be the responsibility of the Company.
- F. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment or systems. Telephone service is not represented as adapted to the use of such equipment or systems. Where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such Company facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by customer-provided equipment or systems, or the quality or defects in such transmission, or the reception of signals by customer-provided equipment or systems.



2.5 Customer Owned and Maintained Equipment (COAM) (*continued*)

2.5.1 General (*continued*)

- G. The Company shall not be responsible to the customer if changes in these conditions or in any of the facilities, operations or procedures of the Company render any customer-provided equipment obsolete, require modification or alteration of such equipment, or otherwise affect its use or performance.
- H. Where any customer-provided equipment or system is used with telephone service in violation of any of these conditions, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation. Failure of the customer to discontinue such use or to correct the violation shall result in suspension of the customer's service until such time as the customer complies with the provisions of this service catalog. Upon correction of the violation, the Company will reinstate the customer's services, and the appropriate service connection charges will apply.

2.5.2 **Trouble Reports from Subscribers with COAM Equipment**

The subscriber with COAM equipment interfacing with the facilities of the Company is responsible to determine that the COAM equipment is operating properly prior to reporting any trouble to the Company. The Company is not obligated to make any tests of its facilities until the subscriber has completed testing the COAM facilities and determined the trouble to be in the Company's equipment.

## 2.6 Customer Complaints

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

Nebraska Public Service Commission  
300 The Atrium, 1200 "N" Street  
P.O. Box 94927  
Lincoln, Nebraska 68509-4927  
(402) 471-3101 or (800) 526-0017

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

## **2.7 Responsibilities of the Company**

### **2.7.1 General**

- A. The Company shall make its services available to applicants, without discrimination and in accordance with applicable federal, state and local laws and its approved catalogs or tariffs, as a regulated public company under the jurisdiction of the Commission.
- B. The Company shall maintain all facilities which it furnishes to the subscriber. Facilities no longer meeting acceptable standards (except for embedded inside wire) will be repaired or replaced without charge to the customer, provided easement and rights-of-way, as required, have been furnished to the Company.
- C. Telephone directories, containing an alphabetical listing of all subscribers and classified advertisements, are issued annually by the Company. The subscriber assumes all legal responsibility in regard to the authenticity of the name listed on the application form and ultimately in the directory. The Company is liable for omissions and errors only to the extent of charges imposed for directory services, if any, and half of the subscriber's access line rate for the directory period.
- D. The Company shall not be responsible for the subscriber's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the subscriber's neglect.

## 2.7 Responsibilities of the Company (*continued*)

### 2.7.2 Protection of Facilities

- A. All facilities of the Company, including telephone numbers provided and necessary for service to the subscriber, are the property of the Company and may be removed or changed by it at any time if there is requirement to do so, or upon the termination of an agreement for its maintenance or discontinuance of service. The subscriber has no proprietary right to telephone numbers, and the Company may alter or change telephone numbers and other designations which, in its sole discretion, may be required to meet service demands. The subscriber is responsible for the safekeeping of all property of the Company on the customer's premises and shall take all reasonable precautions against unlawful interference with such facilities. The subscriber may not interfere with or alter the facilities used in connection with Company service. The subscriber shall be responsible for any damages to the Company property caused by or permitted directly or indirectly by the subscriber or its agent.
- B. Unauthorized attachments to facilities provided to the subscriber may be removed by the Company without notice. (See information regarding customer owned and maintained equipment.) Where it can be reasonably determined that the subscriber intended to defraud or avoid payment to the Company, complete Company service may be revoked, and the subscriber may be held liable for back charges to the original installations of the unauthorized devices as though the Company had installed the service.

### 2.7.3 Priority of Service

The Company may not discriminate in regard to service provided to any subscriber. Normal service is provided in chronological order; however, during periods of public emergencies or when the full capacity of the Company services are not available, the Company will endeavor to provide whatever limited service is possible and on a priority system based on a current analysis of the best interests of the public.

2.7 Responsibilities of the Company (*continued*)

2.7.4 **Limits of Liability**

- A. The Company will exercise all reasonable diligence to furnish and deliver regular and continuous telecommunications service to the subscriber, but will not be liable for damages caused by interruption, shortages, irregularities or failures due to accidents, interference by third parties, or conditions beyond the reasonable control of the Company.
- B. The Company will endeavor to furnish accurate billing information to the subscriber, but will not be liable for back payment on a billing error for more than 12 months.
- C. When, in the judgment of the Company, the continued provision of telecommunications service becomes unsafe, where federal, state or local regulations place operational restriction(s) upon the Company because of unsafe or hazardous situations, or during other unusual conditions including strikes or lockouts, service as provided for in this service catalog may be temporarily suspended by the Company. In so doing, the Company shall endeavor to minimize such suspension. However, the Company assumes no liability for the inconvenience or damages suffered by the customer during such periods.
- D. The Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. If not precluded by emergency conditions, the Company will make a reasonable effort to give notice to the customer either through the use of public media or individual communication. Repairs or improvements will be completed expeditiously and, so far as it is reasonably possible, the work will be performed at a time that will cause the least inconvenience to the customer.

2.7 Responsibilities of the Company (*continued*)

2.7.4 Limits of Liability (*continued*)

- E. The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.
- F. The subscriber's facilities and equipment shall conform to all applicable laws, regulations, or ordinances as may be effective and to the conditions of this service catalog. The Company does not express, imply, or warrant the adequacy, safety, or other characteristics of subscriber owned or operated equipment by virtue of any inspection or rejection of facilities. The Company shall not be held liable in any way for subscriber-owned and maintained equipment which causes or may cause a hazardous, unsafe, or dangerous condition or threatens the health of others, even though such facilities were inspected by the Company.

(D)

2.7.5 **Limited Facilities**

The rights to line extension facilities constructed at cost for a subscriber shall terminate, and such facilities may be immediately available for other service requirements, upon discontinuance of service or upon 30 or more days of temporary disconnect for nonpayment.

## 2.8 Responsibilities of Subscribers

### 2.8.1 General

- A. Subscribers of the Company shall be responsible for prompt payment for all services rendered by the Company. Failure to receive a Company bill for any given period of time will not relieve the subscriber of subscribers financial obligation. Payments may be made directly to the Company business office by mail, online, or by bank collect, in accordance with the service catalog rate schedules contained herein.
- B. In the event a subscriber tampers with any service or Company-owned facilities, the Company shall have the right to immediately discontinue service without notice.
- C. The subscriber is responsible for damages to the facilities of the Company caused by negligent or willful acts of the subscriber or the subscriber's authorized agents and users, including reimbursement to the Company for any losses through theft, fire or vandalism occurring as a result of such neglect.
- D. The subscriber is responsible to maintain clean, safe and hazard-free working conditions and equipment. The subscriber must also provide a clean, safe and hazard-free environment. In no case is the Company required to work in an unsafe or hazardous condition or to place in jeopardy or possible harm its personnel or facilities.
- E. The subscriber is responsible for all installation, operation, maintenance and compliance with all laws, rules and regulations for equipment and facilities provided by the subscriber for interconnection with the Company's facilities, in accordance with the rules governing customer owned and maintained equipment.

2.8 Responsibilities of Subscribers (*continued*)

2.8.1 General (*continued*)

- F. Any damage or harm caused by subscriber actions or failure to act on the subscriber side of the point of interconnection shall in no way be a liability of the Company.

2.8.2 **Access to Subscriber Premises**

- A. A properly identified employee of the Company shall have access to the premises of a subscriber at all reasonable times for the purpose of conducting Company business.
- B. If after a reasonable effort and proper notice on the part of the Company, access cannot be gained to the premises, the Company may discontinue Company service if there is a requirement to do so, until such access can be gained.

2.8.3 **Authorized Use of Service and Facilities**

- A. The service provided to the subscriber is exclusive and may not be used by another, except as outlined for joint-user service, nor may any subscriber charge or receive compensation from another for services or use of the facilities provided to that subscriber.
- B. All telecommunications service is provided subject to the condition that it will not be used for any unlawful purpose; nor may the Company operate outside the law or allow to be operated any service or facilities belonging to the subscriber or the Company, which might be or could become a danger or hazard to the employees, property or agents of the Company or the public in general. Any damages, injuries or harm caused by the negligence of the subscriber shall be the responsibility of the subscriber, and in no case may the Company be held liable.



2.8 Responsibilities of Subscribers (*continued*)

2.8.4 **Joint User Service**

*Reserved (next content at Section 2, Sheet 26).*

(D)

## **2.9 Construction and Line Extension Policy**

### **2.9.1 General**

Under certain conditions as hereinafter set forth, a construction or installation charge and/or a termination charge may be assessed to cover all or part of the costs of establishing new service, without adding a burden to the existing subscribers.

### **2.9.2 Policies**

- A. Underground service lines will be provided from the nearest existing cable facility. The customer assumes the liability of protecting underground telephone facilities on their property from damage.
- B. For service requests of a temporary nature, the applicant will be required to pay a construction charge equal to the estimated net cost of installing the temporary construction as shown in Section 4.17.5. Examples of service that would be considered temporary are as follows: (1) irrigation pivots, (2) any trailer-type dwellings that will be at a particular location for a short time, (3) residential trailers on a rural lot.
- C. Additional residential rural lines could be deemed as temporary or permanent, depending upon the discretion of the Company. The construction charge may be waived or the Company may allow the first mile of construction at no charge.
- D. If the Company finds it necessary to furnish service where a U.S. Government or private right-of-way is required, the applicant must pay the cost of providing said right-of-way (including rental) in addition to any applicable construction charge.
- E. The ownership of any outside plant facility shall at all times be wholly vested in the Company or another company with which the Company has a joint agreement, regardless of payment or assessment of a construction charge.
- F. The Company is responsible for determining the types of construction necessary for furnishing services to subscribers. Should the subscribers request alternative types of construction, the subscribers may be assessed a one-time charge of \$200 for the engineering cost. The construction cost to the customer would be billed on an hourly rate for equipment and labor.

2.9 Construction and Line Extension Policy (*continued*)

2.9.2 Policies (*continued*)

- G. For situations where distance is not significant but the expense of taking service to the customer is high, a construction cost may be assessed which would be billed on an hourly rate for equipment and labor as explained in Section 2.9.2.F.
- H. For parties requesting service outside existing Company boundaries, the construction charge shown in Section 4.17.5 will apply.

2.9.3 **Outside Plant Construction**

*Reserved.*

2.9.4 **Construction Charges**

- A. Construction charges, where deemed necessary, are computed from existing available facilities to new locations and may include additional charges for carrier-type service.
- B. Construction charges, where deemed necessary, are assessed per one-tenth (1/10) mile or fraction thereof for service lines at a point from the nearest existing cable facility and are billed in even multiples of \$1.00. Any fraction of \$1.00 is disregarded.

2.9 Construction and Line Extension Policy (*continued*)

2.9.5 **Payments**

- A. Payment of construction charges will be made in advance of the construction of the new facilities. Upon the discretion of the Company, one-third of the construction charge total may be paid before the facilities are installed and the remainder may be billed in two installments on the customer's first two telephone bills.

## 2.10 Special Construction

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

### **3. SERVICES AND APPLICATION OF RATES AND CHARGES**

#### **3.1 Exchange Service**

##### **3.1.1 Local Exchange Access Service**

- A. Local exchange service is available to the general public through facilities owned and operated by the Company. In addition to providing for communication between stations within an exchange area, local exchange service is used to establish and maintain connection between an exchange station and other facilities in connection with interexchange service or extended area service.
- B. Rates apply to all subscribers of the Company located in the respective exchanges. Flat rated service, which provides unlimited service for a specified amount, is available to customers in the exchanges listed in Section 3.1.2.
- C. These rates only cover the provision of network access to a local customer location.
- D. The rates quoted in this service catalog for local exchange access service entitle the customer to local calls (without toll charge) to all local stations connected to a central office of the exchange.

(T)

3.1 Exchange Service (*continued*)

3.1.2 **Local Exchanges Served**

Local exchange service is offered to the exchanges listed in Section 1.2. (T)

3.1 Exchange Service (*continued*)

3.1.3 *Reserved (next content at Section 3, Sheet 7; Sheets 4 through 6 are void and omitted until further use).*



3.1 Exchange Service (*continued*)

3.1.4 **Additional Lines**

Customers with more than one business line at a premise will receive a credit for each additional business line ordered. (T)

(D)

3.1.5 **Extended Area Service**

A. General

Extended Area Service is interexchange telephone service that is offered in conjunction with Local Exchange Service. Where EAS is offered between two or more exchanges, a customer in one exchange is able to place a call to the other exchange or exchanges with which EAS is offered without being assessed a long distance toll charge. If, however, the customer elects to place the call through a long distance operator or by direct dialing the call using long distance calling procedures, the call will be classified as a toll call and the customer that placed the call, or the customer that accepted charges for the call, will be billed the applicable toll charges for the call.

3.1 Exchange Service (*continued*)

3.1.5 Extended Area Service (*continued*)

B. Extended Area Service Message Rate

A charge per message will apply to direct dialed calls between Grant and Venango except for subscribers who choose to pay the extended area service rate shown in Section 4.

A call from a paystation between Grant and Venango will be treated as a local exchange message and will be charged at the current paystation rate shown in Section 4.

(C)

C. Extended Area Service Availability

The list that follows shows the Extended Area Service points for each exchange.

Exchange Name	EAS Points
Archer	Chapman, Central City, Palmer
Arnold	--
Bancroft	--
Beemer	Wisner
Belgrade	Cedar Rapids, Fullerton
Bloomfield	--
Byron	Deshler
Callaway	--
Cedar Rapids	Belgrade, Primrose
Center	--
Chapman	Archer, Grand Island
Chester	--
Cody	Kilgore, Valentine
Cotesfield	Elba, St. Paul
Creighton	--
Crofton	--
Crookston	Valentine
Culbertson	McCook
Deshler	Byron
Dodge	Snyder, Scribner, North Bend
Elgin	Oakdale, Petersburg
Ewing	Orchard, Page
Gordon	--
Grant	Venango

3.1 Exchange Service (*continued*)

3.1.5 Extended Area Service (*continued*)

C. Extended Area Service Availability (*continued*)

Exchange Name	EAS Points
Hayes Center	Palisade
Hay Springs	--
Herman	Blair
Imperial	--
Indianola	--
Kilgore	Cody, Valentine
Merriman	--
Mirage Flats	--
Niobrara	--
North Bend	Dodge, Snyder, Scribner
Oakdale	Elgin
Oconto	--
Page	Ewing, O'Neill
Ponca	--
Primrose	Cedar Rapids, Spalding
Ragan	--
Red Cloud	--
Rushville	--
St. Edward	--
Scribner	Dodge, North Bend, Snyder
Snyder	Dodge, North Bend, Scribner
Spalding	Primrose, Greeley
Stapleton	--
Stratton	Trenton
Sutherland	--
Trenton	Stratton
Tryon	--
Venango	Grant
Verdigre	--
Walnut	Orchard
Wausa	--
Wilcox	--
Winnetoon	--
Wisner	Beemer
Wolbach	Greeley
Wood Lake	Valentine
Wynot	--

3.1 Exchange Service (*continued*)

3.1.6 **Knox County Calling Plan**

- A. The Knox County Calling Plan allows 7-digit dialing between the exchanges of Bloomfield, Center, Creighton, Crofton, Niobrara, Verdigre, Walnut, Wausa, Winnetoon, and Wynot.
- B. Customers in the exchanges above are allowed two options of payment through the Knox County Calling Plan. Option One allows unlimited calling between the exchanges listed in Section 3.1.6.A. for a monthly charge of \$3.95. Option Two allows customers a per minute rate of \$0.10 for calls between the communities listed in Section 3.1.6.A.
- C. There is no call detail shown on the customer's bill. A total number of minutes used will appear on the billing statement.

3.1.7 **Greater Sheridan County Calling Plan**

- A. The Greater Sheridan County Calling Plan allows 7-digit dialing between the exchanges of Gordon, Hay Springs, Mirage Flats, Merriman, and Rushville.
- B. Customers in the exchanges above are allowed two options of payment through the Greater Sheridan County Calling Plan. Option One allows unlimited calling between the exchanges listed in Section 3.1.7.A for a monthly charge of \$2.95. Option Two allows customers a per minute rate of \$0.10 for calls between the communities listed in Section 3.1.7.A.
- C. There is no call detail shown on the customer's bill. A total number of minutes used will appear on the billing statement.

## **3.2 Foreign Exchange Service (IntraLATA)**

### **3.2.1 General**

Foreign Exchange Service is a service whereby a customer may obtain service from an exchange foreign to the exchange in which the customer is located.

### **3.2.2 Definitions**

- A. Normal Exchange - the exchange area within which the customer's premises are located.
- B. Foreign Exchange - the exchange area from which the service is being provided.

### **3.2.3 Regulations**

- A. The rules, regulations, rates and charges applicable to the normal exchange apply for service provided in the normal exchange.
- B. Foreign Exchange Service is limited to individual lines only.
- C. Foreign Exchange Service is normally furnished from the principal central office of the foreign exchange. If, at the customer's request, the service is furnished from a central office other than the principal office, foreign central office mileage charges apply for the channel between the principal and serving central offices.

3.2 Foreign Exchange Service (IntraLATA) (*continued*)

3.2.4 **Rate Application**

A. Interexchange Channels

The rates and charges for interexchange channels are the currently effective rates shown in Great Plains Communications' Tariff No. 2, Section 7.6.1.

B. Exchange Service

1. Access Service Rate Application

The monthly rates shall be the regularly established rates of the foreign exchange, applicable within the base rate area of that exchange, for individual lines.

The Service Charges shall be those regularly applicable to the class of service in the normal exchange.

2. Directory Listings

Primary and additional directory listings are provided in the directory serving the foreign exchange as described in Section 3.10. (T)

3. Auxiliary and Supplemental Services

All facilities and services offered in other sections of this service catalog which are compatible with this offering of Foreign Exchange Service are provided at the rates and charges set forth for such facilities and services.

3.2.5 **Other Charges**

When the service is provided jointly by this Company and a connecting company, additional charges, as specified in the catalogs or tariffs of the connecting company, may also apply.

### **3.3 Public Pay Telephone Service**

#### **3.3.1 General**

Public pay telephone service is available to the general public at a public pay telephone located within each exchange area.

#### **3.3.2 Rate Application**

A charge applies for each local exchange message associated with public pay telephone service. Standard long distance toll charges apply to all toll messages.

#### **3.3.3 Special Conditions**

- A. Location and type (i.e., coin or coinless) of all public pay phones shall be at the sole discretion of the Company.
- B. Public telephones are installed at locations where the public usage is primarily transient.

### **3.4 Semi-Public Telephone Service**

#### **3.4.1 General**

- A. Semi-public telephone service is exchange service installed primarily for use by the subscriber but is so located that others will have access thereto.
- B. The subscriber will be required to aid the public in the use of the service.

3.4 Semi-Public Telephone Service (*continued*)

(D)

3.4.2 **Regulations**

- A. The monthly rate for semi-public telephone service shall be the rate shown in Section 4.1.1. Additional stations, without dials, for answering incoming calls only, may be connected to semi-public telephone service only if such additional stations are visible to the users of the coin telephone, or if a notice is placed in full view of the user indicating that additional stations are connected to the service.
- B. The installation of semi-public telephone equipment shall be on an actual cost basis.

3.4.3 **Rate Application**

There is a charge for each local exchange message associated with Semi-Public Telephone Service. Standard long distance toll charges apply to all toll messages.



3.4 Semi-Public Telephone Service (*continued*)

3.4.4 **Customer-Provided Semi-Public Telephones**

Customer-provided coin or non-coin operated telephone instruments may be connected to semi-public telephone service offered by exchange carriers under the following conditions:

- A. Customer-provided coin or non-coin operated telephones must be registered in compliance with Part 68 of the Federal Communications Commission Registration Program or be connected behind an FCC registered coupler.
- B. The customer shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.
- C. The customer shall be responsible for payment of all exchange carrier charges for all toll messages originated or accepted at this type of service.
- D. Customer-provided coin or non-coin operated telephones must have the following operational characteristics:
  - 1. Must be able to access the operator at no charge and without using a coin.
  - 2. Must be able to access 911 Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Service by use of a dialing sequence other than 911, must prominently display on such instrument the appropriate dialing sequence to access 911 Service, where available.

3.4 Semi-Public Telephone Service (*continued*)

3.4.4 Customer-Provided Semi-Public Telephones (*continued*)

3. Must be able to access all interexchange carriers unless the customer is an interexchange carrier, in which case access may be limited to that carrier.
  4. Must comply with all applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
  5. Must allow completion of both local and long distance calls from the zero (0) level.
- E. The customer shall display on each customer-provided coin or non-coin operated semi-public telephone the name of the owner of such instrument, the procedure for reporting service difficulties and obtaining customer refunds, and the percentage or range of percentages by which the cost of long distance service to the vendor is increased to the user of such equipment.
- F. Customer-provided semi-public telephones must be connected to one-party service and only one such instrument per line is allowed. The monthly access rate for customer-provided semi-public telephone service shall be the business access line rate.
- G. Rates for local calls from customer-provided semi-public telephones shall not be regulated by the Commission. Any additional charge for long distance service must be made in accordance with paragraph 5 above.

### 3.5 Trunk Hunting

In instances where more than one access line terminates at the customer's residence or business, trunk hunting is available. The access lines or trunks are arranged in such a way that even though the same telephone number is dialed, the first available trunk is selected, regardless of the trunk number. Trunk Hunting charges are in addition to monthly charges for access lines. Service Connection Charges also apply.

### 3.6 Circuit Mileage Charges

#### 3.6.1 Rate Application

- A. Circuit mileage rates apply to all residential and business subscribers located in the exchange service area of the Company in connection with the provision of non-switched dedicated circuit pairs (e.g., radio loops, bank alarm loops, interexchange private line loops, and off-premises station loops). These rates supplement and are in addition to the rates shown in other sections of this service catalog.
- B. For off-premises residential stations on non-contiguous property, the appropriate residential access line rate applies. (T)
- C. For off-premises business stations on non-contiguous property, the appropriate business access line rate applies with no mileage charge up to 2 miles. Beyond 2 miles, the non-switched dedicated pairs mileage charge applies as described in Section 4.5. (D)  
(T)
- D. For each non-switched dedicated pair which will be used to connect computer terminals to a local area network, the appropriate business access line rate will apply with no mileage charges up to 2 miles. Beyond 2 miles, the non-switched dedicated pairs mileage charge applies as stated in Section 4.5.

3.6 Circuit Mileage Charges (*continued*)

(D)

3.6.2 **Special Conditions**

All mileage measurements are airline distances from the central office of the main Company to the subscriber's location, as measured on the exchange map. Where the loop does not pass through the central office, airline distances are measured from location to location.

3.7 **Directory Assistance**

3.7.1 **General**

Directory Assistance, as made available by the Company through this service catalog, provides, upon customer-initiated request from the Company's territory, published and unlisted telephone numbers when the customer dials "411".

3.7 Directory Assistance (*continued*)

3.7.2 **Rate Application**

Directory Assistance Charges, specified in Section 4.6, apply when a customer initiates a “411” call to Directory Assistance from the Company’s serving territory. Calls to Directory Assistance placed through an operator may also have an operator assistance charge added to the call. Directory Assistance Charges are not applicable to the following:

- A. Calls placed from Company public and semi-public telephones.
- B. Calls placed from hotels and motels.
- C. Calls from hospitals that have, as their principal undertaking, the medical and surgical care of the sick and disabled and which provide telephones in the majority of patient rooms.
- D. Calls placed from residence telephones where a member of the customer’s household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including Doctors of Medicine, ophthalmologists, optometrists, registered nurses, therapists, and professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.

### **3.8 Operator Assistance**

#### **3.8.1 General**

Operator Assistance is available to the customer on local and intraLATA calls. Operator Assistance on interLATA toll calls is available to customers through other long distance toll providers. IntraLATA and local operator assistance is available on the following types of calls: credit card calls, operator station calls, and person to person calls.

#### **3.8.2 Rate Application**

- A. When a person originating a call dials zero plus the desired telephone number, and the call is billed to a calling card or special billing number, a Credit Card Charge per call will be assessed. This charge applies when automatic recording equipment is available and when it is not.
- B. When a customer dials "0" and the operator completes the call and arranges billing to the originating number, a credit card, to a third number, or as a collect call, a Station-to-Station Charge shall apply per call.
- C. For calls completed by an operator to a designated person or extension, a Person-to-Person Charge shall apply per call. These calls may be billed to the originating telephone number, to a credit card, to a third number, or as a collect call.
- D. The rates for Operator Assistance are in addition to the rate for each message originating from a public or semi-public phone.
- E. Operator assistance charges will not be subject to any discounts.
- F. Operator assistance charges do not apply to calls to the operator for trouble reporting, to calls made in place of direct dialed calls that encountered trouble or were cut off, or for emergency local calls to police, fire, ambulance, etc.

**3.9** *Reserved (next content at Section 3, Sheet 22).*

(D)

### **3.10 Directory Listings**

#### **3.10.1 General**

- A. The regulations in this section apply in connection with the primary alphabetical directory.
- B. The alphabetical directory is a list of names of subscribers and others for whom directory listings are provided, designed solely for the information of calling parties. Alphabetical listings are, therefore, limited to information which is essential to the identification of the listed party. Arrangements of names designed to be of advertising value are not permitted, nor is any form of listing permitted which, in the judgment of the Company, does not facilitate the use of the directory, or is otherwise objectionable or unnecessary for purposes of identification.
- C. Except in connection with “Reference Listings” and “Informational Lines,” alphabetical listings consist of a name, the address of the premises upon which the service is located, and the telephone number. As an aid in identification, business listings will contain a designation descriptive of the general character of the listed party’s business.

Exception: In those cases in which the listed name clearly indicates the business, no designation will be included.
- D. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.
- E. Listings are regularly provided in connection with all classes of exchange service except public telephone service.



### 3.10 Directory Listings (*continued*)

#### 3.10.2 Primary Listings

- A. Each subscriber is entitled to one listing, termed the primary listing, at no charge at the time of service. Each primary listing will include the name and number of the individual, partnership, corporation, association or governmental agency for whom the service has been contracted.
- B. The primary listing may be the trade name of an article or service, provided the subscriber is the authorized agent or representative for the particular article or service.
- C. At the request of the subscriber, the primary listing may be omitted from the directory. However, such request will not entitle the subscriber to a credit to the subscriber's basic service bill.
- D. The omission of the primary listing from the directory or from the directory and information records, at subscriber request, does not entitle the subscriber to an additional listing without charge in connection with other services for which the subscriber may be subscribing.
- E. One directory will be provided per access line without charge. Additional directories are available to Great Plains Communications' customers upon request.

#### 3.10.3 Rate Application

- A. If there is a change in the listing after service is established, a Directory Listing Change Charge will apply, except when waived by the Company for administrative purposes. The charge may also be waived when a widow/widower wishes to change the name listed in the directory to that of the survivor.
- B. Charges for unlisted and unpublished numbers, extra listings, enterprise listings, additional directory lines, and foreign listings will apply on a monthly basis.
- C. Extra Listing Charges begin at the time the listing is posted in the information records.
- D. Customers pay a nonrecurring Directory Listing Change Charge for establishing additional listings, or foreign listings, except when waived by the Company for administrative purposes.

### **3.11 Service Charges**

#### **3.11.1 General**

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

- A. Installation Charge - For work associated with receiving, recording, and processing information necessary to execute a customer request and for the installation or changing of central office connections required to provide or change exchange access line service. Also included is that central office work required for off-premises location of stations and for moving service from one premise to another. This charge is applied per line.
- B. Trouble Location Charge - For each repair trip to a customer premises to test the access line up to and including the network access point (Point of Demarcation), when the access line tests clear and trouble is not found in the Company's Facilities.
- C. Nonpayment Reconnection Charge - For work associated with disconnecting, reconnecting, and processing information necessary when a customer is temporarily disconnected for nonpayment.

3.11 Service Charges (*continued*)

3.11.2 **Rate Application**

- A. Service charges apply to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment, and establishing miscellaneous service. When service which has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges will not apply.
- B. Service charges apply to customer-initiated moves and changes of service.
- C. From time to time, the Company may waive the service connection charges for promotional purposes.

3.11.3 **Regulations**

- A. Conditions under which no service charges apply are as follows:
  - 1. Public telephone service (*not* semi-public).
  - 2. Work to move or change a customer's telephone service if required and initiated by the Company
  - 3. Customer-initiated requests, provided work is limited to:
    - a. Complete termination of service.
    - b. The "From" portion of work involved in a transfer of service from one premises to another.
    - c. Upgrades in class of service from a residence to a business.
    - d. Changes in bill mailing address, or special billing arrangements.
    - e. Cancellation of service orders.

3.11 Service Charges (*continued*)

3.11.3 Regulations (*continued*)

- B. Disconnection of service for nonpayment of charges due will be treated as follows: If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Company as described in this service catalog, such service will be restored when the customer's account has been paid in full or when the customer has made satisfactory payment arrangements to allow service to be reconnected. The Nonpayment Reconnection Charge may be collected from the customer before service is restored.

**3.12** *Reserved (next content at Section 3, Sheet 28).*

(D)

### 3.13 Custom Calling Services

#### 3.13.1 General

Custom Calling Services are optional telephone service arrangements which provide one or more of the features shown below. Custom Calling Services are available only where the central office equipment is designed to provide these services. The number of Custom Calling Services features available depends on upon the central office providing the service.

##### A. Call Forwarding

1. Call Forwarding-Variable allows a customer to automatically transfer all incoming calls to another telephone during the period of time this feature is activated.
2. Call Forwarding-Busy Line allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch, if the called number is busy.
3. Call Forwarding-Don't Answer allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

B. Three-Way Calling - enables a customer to add a third party to an established connection without operator assistance. The third party may be called by the subscriber initiating the Three-Way Calling on either a local or long distance basis.

C. Speed Calling - provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. Speed Calling is available with either 8 or 30 programmable telephone numbers.

3.13 Custom Calling Services (*continued*)

3.13.1 General (*continued*)

- D. Call Waiting - when a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The incoming caller hears a regular ringing signal. Flashing the hookswitch “holds” the first call while the second is answered. The customer can alternate between calls by flashing the hookswitch. In locations where the Company has made it available, Call Waiting may be deactivated prior to making an outgoing call (or during a call if the customer has three-way calling).
- E. Toll Restriction - restricts customers from placing all or some types of outgoing toll calls. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.
- F. Toll Restriction with PIN - allows customers who are assigned toll restriction the ability to dial an authorization code and override the toll restriction on a per call basis. Customers who are assigned this feature can access the toll network through the use of a feature access code and special PIN (personal identification number). Incoming and local calls are not affected by this feature. When a toll call is attempted on the customer’s line prior to dialing the access code and PIN, the call completion will be denied. Customers have the ability to change their PIN by dialing a PIN change access code, the old PIN, and the new PIN. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.
- G. Call Transfer - allows customers to transfer calls to another station. Disconnection by the transferring station does not cause the other party to be disconnected. A station must be assigned three-way calling in order to implement call transfer.

3.13 Custom Calling Services (*continued*)

3.13.2 **Custom Calling Feature Availability**

Custom Calling Features are available in all exchanges. (C)

3.13.3 **Rate Application**

- A. Custom Calling Features are assessed a monthly rate.
- B. A service order charge will apply only to Toll Restriction features.

(D)



### 3.13 Custom Calling Services (*continued*)

#### 3.13.3 Conditions

- A. Restriction of service to Three-Way and Speed Calling features may be inherent due to equipment limitations; i.e., within same “*hunting group*.”
- B. Custom Calling Services may be provided on individual lines, Private Branch Exchange trunks and key business lines and may not be provided in conjunction with coin telephone services.

### 3.14 Advanced Custom Calling Services

#### 3.14.1 General

Advanced Custom Calling Services are optional telephone services which offer customers convenience, time savings, and a greater degree of control over the use of their telephones.

- A. Caller Identification - Name and Number - allows for the automatic delivery of a calling party’s name and telephone number to the called customer, which gives the called customer an opportunity to decide whether to answer the call. The number is displayed on customer-provided equipment.
- B. Caller Identification Blocking - enables the customer to control the disclosure of the customer’s telephone number to a subscriber of Caller Identification by dialing a code before each call. Caller Identification Blocking is offered at no charge.

3.14 Advanced Custom Calling Services (*continued*)

3.14.1 General (*continued*)

- C. Personal Ringing - allows the customer to have up to 3 telephone numbers with unique ringing patterns. Personal Ringing is available to residential customers only and to business customers who subscribed to the feature prior to November 16, 1996.
- D. Warm Line - enables a customer to call a predesignated number or emergency service by simply lifting the handset.
- E. Repeat Dialing - allows the customer to dial an access code to have the phone continuously attempt to redial a busy number the customer tried to call. When the line is free, the customer is alerted with a special ring, and a call will automatically be made. Repeat dialing can also be used to redial the last number.
- F. Call Return - enables the customer to dial a code and have a call automatically returned to the last party who called or attempted to call.
- G. Telephone Pest Control - informs callers that the customer does not want to receive telemarketing calls. Callers will press one (1) for the call to complete. If the customer has caller ID and has activated this feature using \*78 and the calling party is public, the announcement that the number does not accept calls from telemarketers will be skipped. If the called party does not have Caller ID, all calls will be screened. \*79 deactivates the feature. Activation and deactivation must be done by the customer and cannot be done remotely. Telephone Pest Control cannot be placed on business groups, hunt groups, hotels, PBXs or paystations. The monthly charge applies on a per-line basis.

3.14 Advanced Custom Calling Services (*continued*)

3.14.1 General (*continued*)

- H. Selective Inbound Call Rejection - allows a customer to create a list of numbers from which they do not wish to receive calls. All calls on the screening list are intercepted and rerouted to a rejection announcement. A maximum of 6 numbers can be on the selective list.
- I. Anonymous Call Rejection - enables a customer to automatically block calls from parties whose number is nonpublished or marked private. Incoming calls are routed to an announcement if the calling party number is marked "Private". The message suggests the customer publish the number to get through.
- J. Selective Outbound Call Blocking - enables a customer to automatically block outbound calls to specified phone numbers.
- K. Community Alert - a mass notification service that allows organizations to contact up to 96 people simultaneously via telephone, text or e-mail.

3.14 Advanced Custom Calling Services (*continued*)

3.14.2 **Advanced Custom Calling Availability**

Advanced Custom Calling is available in all exchanges.

(C)

3.14 Advanced Custom Calling Services (*continued*)

3.14.3 **Rate Application**

- A. Service Connection Charges do not apply to the Advanced Custom Calling Features, with the exception of Personal Ringing. A service order charge, as shown in Section 4.10, applies when Personal Ringing is installed.
- B. There is no one-time charge for setting up an additional listing for a customer with the Personal Ringing feature. If a customer requests a change in a Personal Ring listing after the initial setup, a Directory Listing Change Charge will apply, as shown in Section 4.9.
- C. A request to change the predetermined number for the Warm Line feature after 4 times during a calendar year will be charged a Warm Line Change Charge for each additional change.

(D)

3.15 *Reserved (next content at Section 3, Sheet 35).*

### **3.16 Blocking of '900' Calls**

#### **3.16.1 General**

This service provides for the blocking of long distance calls to '900' NPA numbers upon request of the customer. This service is offered where the necessary central office facilities are available.

#### **3.16.2 Rate Application**

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

**3.17** *Reserved (next content at Section 3, Sheet 52; Sheets 37 through 51 are void and omitted until further use).* (D)

### **3.18 Emergency Reporting Services**

#### **3.18.1 Volunteer Firefighter and Rescue Squad Systems**

- A. A 30-Station Emergency Conference System will be provided where available at a monthly rate in exchanges with digital switching capabilities. The monthly rate includes the use of a siren loop and includes local 911 capabilities.
- B. Emergency Conference Systems shall be provided upon request under special contract arrangements in all other exchanges.
- C. If the 30-Station Emergency Conference System is used as a back-up to another 911/E911 System, a discounted rate will apply. The discounted rate will apply only to the 30-Station Emergency Conference Systems that are currently in service.

#### **3.18.2 911 Service**

- A. General

911 Service shall mean a telephone service which provides a subscriber with the ability to reach a central location, for the purpose of reporting emergencies, by dialing the digits "911". The serving arrangement and the type of equipment to be used for the provisioning of 911 Service in a particular 911 area shall be determined by the governing bodies having jurisdiction over such area and by availability of facilities.



3.18 Emergency Reporting Services (*continued*)

3.18.2 911 Service (*continued*)

B. 911 Definitions

1. Governing Body - the board of county commissioners or supervisors of a county, the city council of a city, the board of trustees of a village or the board of directors of any rural or suburban fire protection district.
2. Public Safety Answering Point - the terminating end of a 911 call, be that a local fire station, the local police station, the county sheriff's office or some other specified central point as determined by the governing body.
3. Selective Routing - the ability to route a subscriber's 911 call to the appropriate public safety answering point according to the address of the subscriber as specified by the governing body for this address.
4. Automatic Number Identification (ANI) - a feature by which the subscriber's telephone number is forwarded to the appropriate public safety answering point.
5. Class Marking - an identification code used to identify specific subscribers and route all 911 calls to the appropriate public safety answering point as specified by the governing body for the subscriber.

3.18 Emergency Reporting Services (*continued*)

3.18.2 911 Service (*continued*)

C. 911 Options

1. Local 911 - A customer who dials “911” will have the call terminate at a preestablished location within the local exchange serving area.
2. Basic 911 - A 911 call will be translated to a 7-digit number and will be sent to a specific location as requested by the governing body.
3. Basic 911 with ANI - A customer who dials “911” will have the call transferred to a specific location where the subscriber’s telephone number will appear at the public safety answering point.
4. Enhanced 911 (E911) - This is a service whereby 911 calls are answered by a centralized public safety answering point. E911 service provides Selective Routing, Automatic Number Identification and Automatic Location Identification features.

3.18 Emergency Reporting Services (*continued*)

3.18.2 911 Service (*continued*)

D. 911 Regulations

1. Applications for 911 Service must be executed in writing by each participating governing body.
2. 911 Service will be provided in the exchanges where the facilities are available or can be added to the existing facilities at a reasonable cost to the Company.
3. A contract must be signed by the governing body *before* the 911 Service will be provided or *before* any new equipment will be purchased by the Company to provide the 911 Service.
4. It is the governing body's responsibility to ensure that any/all customer-provided equipment selected to provide the 911 Service is compatible with the service and equipment provided by the Company.
5. It is the responsibility of the governing body requesting or implementing the 911 Service to notify all subscribers of any charges associated with the 911 Service, the location of the public safety answering point, and the rule governing a subscriber's "Right to Privacy".
6. All subscribers using a 911 Service will relinquish their "Right to Privacy" upon making 911 calls in exchange for the forwarding of their subscriber information to the public safety answering point.
7. The governing body may choose one of the following alternate routes for 911 calls to avoid emergency service disruption in case of a cut toll cable or a busy signal: (1) a recording will direct customers to dial another number, (2) 911 calls will be routed to the local fire bar, or (3) 911 calls will be routed to a pre-assigned number requested by the governing body. The alternate location will have the responsibility to dispatch the 911 call.

3.18 Emergency Reporting Services (*continued*)

3.18.2 911 Service (*continued*)

E. 911 Rate Application

1. Local 911 - There is no additional charge for this service in exchanges with digital switching capabilities.
2. Basic 911 - Either the governing body or the subscriber will assume the charge for the 911 call if routed over a long distance line. In offices with digital switching capabilities, there will be no monthly charge for this service. In offices without digital switching capabilities, there will be a one-time charge for the equipment used to provide the Basic 911 Service. If dedicated lines are used to route the call, the monthly charge for the dedicated lines will be the same charge as shown in Great Plains Communications' Tariff No. 2, Section 7.6.1.
3. 911 with ANI - The subscriber or the governing body will assume the charge for the 911 call if the 911 call is routed over the long distance network. If dedicated lines are used to route the call, the monthly charge for the dedicated lines will be the same charge as shown in Great Plains Communications' Tariff No. 2, Section 7.6.1. There will be a monthly flat-rate charge for each exchange served by the dedicated lines.
4. Enhanced 911 (E911) - The monthly charge for the dedicated lines will be the same charge as shown in Great Plains Communications' Tariff No. 2, Section 7.6.1. There will be a monthly flat-rate charge for each exchange served by the dedicated lines.

3.18 Emergency Reporting Services (*continued*)

3.18.2 911 Service (*continued*)

F. Other 911 Charges

1. A one-time charge may be assessed to the governing body for special equipment needed to provide 911 Service. There will be a one-time charge for the provision of E911 service per digital central office.
2. At any time other than a digital cutover, a one-time charge per line will be assessed to the governing body for “class marking” in exchanges where only part of the lines are designated to a specific location when the subscriber dials “911”. If the class marking is completed at the time of a digital cutover, a one-time charge will not apply.
3. A one-time charge per listing may be assessed to establish an E911 data base if the E911 service is requested.
4. A charge per customer record sent to the governing body (either manually or by electronic transmission) will be assessed for the maintenance of the E911 data base and will be assessed to the governing body on a quarterly basis.
5. A one-time charge per listing may be assessed for annual update information upon request for purposes other than to update an E911 data base.

G. Billing Responsibilities of the Company

1. The Company will assess a 911 Service surcharge, upon 90 days’ written notice from the governing body, to all subscribers who are within the jurisdiction of a governing body which is making a request to the Company under Nebraska law, LB 240.
2. The Company will change the amount of the 911 Service surcharge when notified by the governing body by certified or registered mail no less than 90 days before the new rate becomes effective.

### **3.19 Voice Mail Service**

#### **3.19.1 Announcements XP**

A. General

Announcements XP enables customers to create a prerecorded message for callers.

B. Conditions

The pre-recorded message can be up to 120 seconds in length. The customer is responsible for recording the desired message.

C. Availability

Announcements XP is available in all exchanges.

D. Rate Application

Monthly charges apply per port to which the service is assigned. Service Connection Charges apply to the installation of the Announcements XP if a new line is required for the use of the service.

3.19 Voice Mail Service (*continued*)

3.19.2 **Voice Messaging XP**

A. General

Voice Messaging XP provides an audio mailbox to record, store, retrieve, and handle audio messages.

B. Conditions

Voice Messaging XP will include the features Call Forward - Don't Answer and Call Forward - Busy Line. In some situations, Voice Messaging XP may not work on lines equipped with Trunk Hunting. The maximum number of messages allowed in a mailbox is 30. Maximum mailbox time in total is 60 minutes. Maximum message length is 120 seconds. Messages will be retained for a maximum of 30 days.

C. Availability

Voice Messaging XP is available in all exchanges.

D. Rate Application

Voice Messaging XP is offered at a monthly rate. 9 sub mailboxes are allowed per line. Service Connection Charges do not apply at the time of installation. If a customer requests alternate forms of set-up or installation, the Service Connection charges apply.

3.19 Voice Mail Service (*continued*)

3.19.3 **Voice Messaging EXP**

A. General

Voice Messaging EXP provides the ability to receive and listen to voice mail messages while online.

B. Conditions

E-mail must be opened and minimized and speaker volume turned up while the customer is online. A media player is required in order to hear the message. Voice Messaging EXP can be directed to more than one e-mail address up to 50 characters total. Voice Messaging EXP may not work with all e-mail systems.

C. Availability

Voice Messaging XP is available in all exchanges.

D. Rate Application

Voice Messaging EXP is offered at a monthly rate. Service Connection Charges do not apply at the time of installation. If a customer requests alternate forms of set-up or installation, or if changes are made after installation, the Service Order charge will apply. A discounted rate for Voice Messaging EXP is available when customers participate in “bundled” offerings. The discount is shown in Section 4.15.



### **3.20 Direct Inward Dialing**

#### **3.20.1 General**

- A. 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 (PBX) 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 capabilities permit. The PBX must comply with Part 68 of the FCC’s Rules and Regulations (47 CFR Part 68).
- B. Where available, DID local telephone numbers may be reserved or assigned in groups of 20 numbers.

#### **3.20.2 Rate Application**

- A. This service is subject to the rates and charges applicable to other exchange services, 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, and a one-time installation charge per trunk will apply.
- B. A monthly DID Number Fee will apply for the reservation or assignment of each group of 20 numbers. The monthly DID Number Fee applies in addition to the monthly charges for DID trunks placed into service. Service Connection charges will apply when a new group of numbers is added.

### 3.21 Miscellaneous Services

#### 3.21.1 Private Branch Exchange Service

The monthly rate shall be the business access line rate shown in Section 4.

#### 3.21.2 Special Billing Number Service

##### A. Additional Bill Number Service

Additional Billing Number Service is the provision of an additional account number to separate billed charges for specific reasons per customer request. A monthly charge per number applies.

(G)  
|  
|  
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(G)

##### B. Separate Bill Service

A monthly charge will be assessed if a customer requests a separate monthly bill be processed for a service or services which would normally appear on one account and will result in additional expense to the Company to set up and process monthly.

#### 3.21.3 Number Change Intercept Service

##### A. General

Number Change Intercept Service provides a new number or information to callers dialing disconnected or changed numbers. This service is offered if a customer changes a number per their request and asks for the intercept message.

##### B. Conditions

1. Number Change Intercept Service is subject to the availability of facilities and availability of the disconnected number.
2. Payment for Number Change Intercept Service may be made in advance or may be applied to the customer's telephone bill.

3.21 Miscellaneous Service (*continued*)

3.21.3 Number Change Intercept Service

3. The Company reserves the right to establish time constraints upon this service. The Company also reserves the right to revoke this service in the event of nonpayment.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of this service.

C. Rate Application

Number Change Intercept Service is provided at a one-time charge per number for 12 months.

3.21.4 **Call Trapping**

A. General

Call Trapping provides the Company the capability of capturing information on incoming calls within the same NXX.

B. Conditions

1. Call Trapping is available upon request of a law enforcement agency.
2. The results of the Call Trapping will be furnished only to the applicable law enforcement agency.
3. The Company is not liable for damages if, for any reason, the Call Trapping is not successful.

C. Rate Application

Call Trapping is provided at a one-time charge. The one-time charge will be the Service Connection Charges.

3.21 Miscellaneous Service (*continued*)

3.21.5 Custom Number Services

A. Description

Custom Number Service is applicable for telephone number assignment when the customer requests a specific telephone number other than those offered by the Company. If the telephone number requested is available, the Company will assign the number to the customer.

B. Terms and Conditions

1. Custom Number charges are not applicable to 800 Service, 976/960 Service, or DID Number Blocks.
2. The Company will offer up to 5 numbers from which a customer may choose at no charge. If a customer requests further or more specific number choices, there will be a charge based on the customer's needs as specified hereafter. Custom Number nonrecurring charges will not apply when the customer requests assignment of the same number within one year of termination.
3. The Company reserves and retains the following rights:
  - a. To discontinue a charge or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and regulations of the Company. If this should occur with a 1-year period following assignment, the Custom Number nonrecurring charges will be refunded to the customer.
  - b. To reject any request for specific numbers for any reason, including, but not limited to, numbers that may be limited by central office capacity, or by relocation of a central office.
  - c. Of ownership of all telephone numbers and prohibits the reassignment or resale of a telephone number by any customer.

3.21 Miscellaneous Service (*continued*)

3.21.5 Custom Number Services (*continued*)

4. The Company shall in no event be liable to any customer for direct, indirect or consequential damages caused by failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for the Custom Number Services.
5. Requests for a specific telephone number will be granted providing the requested telephone number is available, e.g., not assigned to a current customer, ready to be assigned, and without equipment limitations. Requests for a specific telephone number will be honored on a first-come, first-served basis.
6. In the event that a request for a specific number is granted and that number is inadvertently assigned to some other customer, the liability of the Company is limited to a refund of any nonrecurring charges paid for the number by the customer whose request could not be fulfilled.

C. Rate Application

A nonrecurring Custom Number Service Charge applies per number requested and provided.

3.21.6 *Reserved.*

(D)

3.21 Miscellaneous Service (*continued*)

3.21.6 *Reserved.*

(D)

3.21.7 **Presubscription**

- A. Presubscription is the process by which end user customers may select and designate to the Company an interexchange carrier to place, without any special codes, their interLATA and intraLATA calls.
- B. An end user may select a primary interexchange carrier for all of its lines, or it may indicate a different interexchange carrier for each of its lines. Only one interLATA and intraLATA carrier may be selected for each line terminating in the same hunt group.
- C. After the end user's initial selection of an interLATA and intraLATA carrier or the designation that they do not want to presubscribe to any interexchange carrier, the end user will be charged for any change in selection after conversion to Equal Access. This nonrecurring charge will be billed to the end user who is the subscriber to the Local Exchange Access Service. It is in addition to the interstate presubscription charge.
- D. In the event the customer is incorrectly presubscribed, due to misassignment on the part of the Company, no charge shall apply.
- E. In the event a customer is incorrectly presubscribed due to misassignment on the part of the interexchange carrier, and the interexchange carrier is unable to document such an assignment, the Company will apply the charge to the responsible interexchange carrier and assign the customer to an interexchange carrier of the customer's choice.

### 3.22 Local Channelized T-1 Service

- A. Local Channelized T-1 Service provides a 1.544Mbps dedicated facility from the customer's premise to the Company's service wire center. The service includes a DS1 facility, common equipment, local exchange switching and up to 24 channels for access to the local exchange and toll networks. Each Local Channelized T-1 facility utilizes up to 24 two-way channels with Direct Inward Dialing and answer supervision features.
- B. This service is subject to the availability of Company facilities.
- C. A one-time installation fee as noted in Section 4.18 will apply.
- D. Term Discounts
  - 1. The current monthly rates for such services are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the service commitment period selected by the customer. The term discount percentages for high capacity service are as set forth in Section 4.18.
  - 2. Local Channelized T-1 Service may be ordered at the customer's option on a monthly rate basis or for term discount periods of 36 months or 60 months.
  - 3. At the end of the term discount period, the customer may convert to month-to-month service or subscribe to a new term discount plan. If the customer does not make a choice by the end of the discount period, the rates will automatically convert to month-to-month service rates.
  - 4. If the customer chooses to disconnect all or a portion of the service prior to the expiration of the term discount period, discontinuance charges will apply to the portion of the service being discontinued. Discontinuance charges of 15% of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, if a customer has a Local Channelized T-1 Circuit and chooses to discontinue after 33 months into a 60-month service term, the discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for the service.

### 3.22 Local Channelized T-1 Service (*continued*)

#### D. Term Discounts (*continued*)

4. If the customer chooses to disconnect all or a portion of the service prior to the expiration of the term discount period, discontinuance charges will apply to the portion of the service being discontinued. Discontinuance charges of 15% of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, if a customer has a Local Channelized T-1 Circuit and chooses to discontinue after 33 months into a 60-month service term, the discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for the service.

### 3.23 Special Fees and Charges

#### 3.23.1 Telecommunications Relay Service

- A. Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or a similar device to communicate with the hearing population or vice versa. A customer will be able to access the state provider to complete the calls.
- B. Nebraska state law requires that a surcharge be collected on each telephone access line in Nebraska. The Company will remit the surcharge to the Commission for the administration of the statewide dual party relay system.
- C. The assessment of this surcharge will be collected on the first 100 telephone access lines per customer.



### 3.24 Local Channelized T-1 PRI Service

- A. T-1 PRI (Primary Rate Interface) is similar to the T-1 “regular” service except only 23 channels are dedicated to voice or data. The last DS-0 channel is taken off to handle other applications, such as Caller ID. PRI Service provides an ISDN-based, DSI access to the telecommunications network and includes the flexibility of integration of multiple voice and/or data transmission channels on the same line. The service provides connectivity between ISDN-compatible Customer Provided Equipment and a Serving Central Office.
- B. This service is subject to the availability of Company facilities.
- C. A one-time installation fee as noted in Section 4.20 will apply.
- D. Term Discounts
  - 1. The current monthly rates for such services are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the service commitment period selected by the customer. The term discount percentages for high capacity service are as set forth in Section 4.20.
  - 2. PRI Service may be ordered at the customer’s option on a monthly rate basis or for term discount periods of 36 months or 60 months.
  - 3. At the end of the term discount period, the customer may convert to month-to-month service or subscribe to a new term discount plan. If the customer does not make a choice by the end of the discount period, the rates will automatically convert to month-to-month service rates.

3.24 Local Channelized T-1 PRI Service (*continued*)

D. Term Discounts (*continued*)

4. If the customer chooses to disconnect all or a portion of the service prior to the expiration of the term discount period, discontinuance charges will apply to the portion of the service being discontinued. Discontinuance charges of 15% of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, if a customer has a PRI Circuit and chooses to discontinue after 33 months into a 60-month service term, the discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for the service.

**3.25 Advance Call-Caller ID PRI Bulk**

- A. Call-Caller ID PRI Bulk allows a customer to receive call related information on calls that are received from outside the PBX. The PRI D channel provides the control and signaling information that allows the caller ID info to be delivered to the PBX.
- B. This service is subject to the availability of Company facilities.
- C. A one-time service connection charge as noted in Section 4.10 may apply.

**4 RATE LIST** Reference

**4.1 Exchange Service**

**4.1.1 Flat Rated Service** 3.1.1, 3.4.2

Exchanges	Residential	Business	Semi-Public
First line	\$19.20/month	\$29.95/month	\$29.95/month
Each additional line	\$19.20/month	\$26.95/month	\$29.95/month

Reference

4.1.2 *Reserved.*

4.1.3 *Reserved. Additional Business Line Credit displayed in Section 4.1.1.* (T)

Reference

4.1.4 **Extended Area Service Rate**

3.1.5

Exchanges	Residential	Business
Archer	\$1.00/month	\$2.00/month
Arnold	--	--
Bancroft	--	--
Beemer	\$1.00/month	\$2.00/month
Belgrade	\$0.75/month	\$1.50/month
Bloomfield	--	--
Byron	\$1.00/month	\$2.00/month
Callaway	--	--
Cedar Rapids	\$0.75/month	\$1.50/month
Center	--	--
Chapman	\$1.90/month	\$3.80/month
Chester	--	--
Cody	\$5.00/month	\$5.00/month
Cotesfield	\$1.00/month	\$2.00/month
Creighton	--	--
Crofton	--	--
Crookston	\$0.50/month	\$1.00/month
Culbertson	\$0.50/month	\$1.00/month
Deshler	\$1.00/month	\$2.00/month
Dodge	\$1.00/month	\$2.00/month
Elgin	\$1.00/month	\$2.00/month
Ewing	\$1.00/month	\$2.00/month
Gordon	--	--
Grant	\$3.00/month	\$6.00/month
Hay Springs	--	--
Hayes Center	\$1.00/month	\$2.00/month
Herman	\$1.90/month	\$3.80/month
Imperial	--	--
Indianola	--	--
Kilgore	\$5.00/month	\$5.00/month
Merriman	--	--
Mirage Flats	--	--
Niobrara	--	--
North Bend	\$1.00/month	\$2.00/month

Reference

4.1.4 Extended Area Service Rate (*continued*)

Exchanges	Residential	Business
Oakdale	\$1.00/month	\$2.00/month
Oconto	--	--
Page	\$1.00/month	\$2.00/month
Palisade	\$1.00/month	\$2.00/month
Petersburg	\$3.75/month	\$4.75/month
Ponca	--	--
Primrose	\$0.75/month	\$1.50/month
Ragan	--	--
Red Cloud	--	--
Rushville	--	--
St. Edward	--	--
Scribner	\$1.00/month	\$2.00/month
Snyder	\$1.00/month	\$2.00/month
Spalding	\$0.75/month	\$1.50/month
Stapleton	--	--
Stratton	\$0.50/month	\$1.00/month
Sutherland	--	--
Trenton	\$0.50/month	\$1.00/month
Tryon	--	--
Venango	\$3.00/month*	\$6.00/month*
Verdigre	--	--
Walnut	\$0.50/month	\$1.00/month
Wausa	--	--
Wilcox	--	--
Winnetoon	--	--
Wisner	\$1.00/month	\$2.00/month
Wolbach	\$1.00/month	\$2.00/month
Wood Lake	\$5.00/month	\$5.00/month
Wynot	--	--

\* These rates are optional. Subscribers may choose to pay the EAS flat rate or they will be charged the message rate as explained in Section 3.1.5.B.

	Reference
	(D)
<b>4.1.5 Extended Area Service Message Rate</b>	3.1.5
Direct Dialed Calls between Grant and Venango* \$0.60/message	
* except for subscribers who choose to pay the extended area service rate	
<b>4.1.6 Knox County Calling Plan</b>	3.1.6
Option 1 - \$3.95 for unlimited calling	
Option 2 - \$0.10/minute	
<b>4.1.7 Greater Sheridan County Calling Plan</b>	3.1.7
Option 1 - \$2.95 for unlimited calling	
Option 2 - \$0.10/minute	
<b>4.2 Public Pay Telephone Service</b>	3.3
All exchanges	\$0.35/local call
<b>4.3 Semi-Public Telephone Service</b>	3.4
Monthly rate per line	Business Access Line Rate
All exchanges	\$0.35/local call

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		Reference
<b>4.4 Trunk Hunting</b>	Monthly Rate	3.5
All exchanges	\$4.99/line	(D)
<b>4.5 Circuit Mileage Charges</b>		3.6
A. All Exchanges	Charges	(C)
1. Off-Premises Stations - Contiguous Property		
a. First 1,200 feet or less	\$4.99	
b. Per 100 feet or fraction	\$0.25	
2. Off-Premises Stations - Non-Contiguous Property		
a. Residential	Residential Access Rate	
b. Business	Business Access Rate	
Mileage up to 2 miles	No Additional Charge	
Mileage beyond 2 miles	\$1.25/qtr. mile	



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		Reference
4.5	Circuit Mileage Charges ( <i>continued</i> )	3.6
A.	All Exchanges	Monthly Rate (C)
3.	Non-switched dedicated pairs	
a.	Non-tax-exempt customers	
	First Mile, per termination	\$10.99
	Each additional quarter mile or fraction	\$1.25
b.	Tax-exempt customers	
	First Mile, per termination	\$7.99
	Each additional quarter mile or fraction	\$1.25

For each non-switched dedicated pair used to connect computer terminals to a local area network, the appropriate business access rate will apply with no mileage charges up to 2 miles. Beyond 2 miles, the mileage charge applies as stated in 3.a and 3.b above.

(D)

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			Reference	
<b>4.6</b>	<b>Directory Assistance</b>		3.7	(D)
	All exchanges	\$1.99/call		
<b>4.7</b>	<b>Operator Assistance</b>		3.8	
	All exchanges			
	Credit Card Charge	\$0.50/call		
	Station-to-Station Charge	\$1.25/call		
	Person-to-Person Charge	\$2.75/call		
<b>4.8</b>	<i>Reserved.</i>			(D)

Reference

**4.9 Directory Listing**

3.10

	Residential	Business
Extra listings	\$2.99/month	\$2.99/month
Unlisted number	\$2.99/month	\$2.99/month
Unpublished number	\$2.99/month	\$2.99/month
Additional lines in directory	\$2.99/month	\$2.99/month
Foreign listing	\$1.50/month	\$4.99/month

(D)

A nonrecurring charge of \$5.00 will apply for a change in a directory listing or an addition of a listing where no central office switch work is required.

Reference

**4.10 Service Charges**

3.11, 2.4.3

Nonrecurring Charges

Service Connection Charges

New Installation Telephone Charge \$34.00/line

Outside Move Charge \$34.00/line

Trouble Location Charge

Per each trip to customer premises \$50.00

For premise visits for problems with private line circuits where the problem is found to be in CPE equipment \$35.00 per 1/2 hour

Nonpayment Reconnection Charge \$30.00

Returned Check Charge \$30.00

Late Payment Fee The higher amount of 1.5% of the unpaid balance or \$10.00. The late payment fee will apply to unpaid balances of \$5.01 or greater.

Reference

**4.11 Custom Calling Features**

3.13

Custom Calling Features purchased individually are rated as follows:

	Residential	Business	(D)
@ Call Forwarding	\$2.99/month	\$3.99/month	
@ Call Forwarding-Busy Line	\$2.99/month	\$3.99/month	
@ Call Forwarding-Don't Answer	\$2.99/month	\$3.99/month	
@ Call Forwarding-Variable	\$2.99/month	\$3.99/month	
@ Three-Way Calling	\$2.99/month	\$3.99/month	
@ Speed Calling			
(8 Preselected Numbers)	\$2.00/month	\$2.00/month	
(30 Preselected Numbers)	\$2.00/month	\$3.50/month	
@ Call Waiting	\$2.99/month	\$3.99/month	
Toll Restriction	\$4.99/month	\$5.99/month	
Toll Restriction with PIN	\$4.99/month	\$5.99/month	
Call Transfer	\$1.00/month	\$2.00/month	

(D)  
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(D)

NOTE: A Service Order Charge of \$10.00 will apply only to the Toll Restriction feature.

(D)  
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(D)

Reference

**4.12 Advanced Custom Calling Services\***

3.14

	Residential	Business
@ Caller Identification Number	\$5.99/month	\$6.99/month
Caller Identification Blocking	--	--
@ Personal Ringing**	\$3.99/month	--
Warm Line***	\$1.00/month	\$2.00/month
Repeat Dialing	\$3.00/month	\$3.00/month
Call Return	\$3.00/month	\$3.00/month
@ Caller Identification with Call Waiting	\$6.99/month	\$6.99/month
@ Telephone Pest Control	\$3.99/month	\$3.99/month
Selective Call Acceptance	\$3.00/month	\$3.00/month
Selective Inbound Call Rejection	\$3.00/month	\$3.00/month
Anonymous Call Rejection	\$3.00/month	\$3.00/month
Selective Outbound Call Blocking	\$3.00/month	\$3.00/month
Community Alert 0-250	\$9.95/month	\$9.95/month
Community Alert 250-500	\$14.95/month	\$14.95/month
Community Alert 500 and above	TBD	TBD
Community Alert Admin Fee	\$25.00/month	\$25.00/month

\* Service Connection Charges do not apply to the Advanced Custom Calling Features, except Personal Ringing. A service order charge applies when Personal Ringing is installed.

\*\* If a customer requests a change in a Personal Ring listing after the initial setup, a one-time charge for a change in the directory listing as explained in Section 4.9 will apply.

\*\*\* A request to change the predetermined number for the Warm Line feature after 4 times during a calendar year will be charged a \$5.00 fee for each additional change.

Reference

**4.13** *Reserved (next content at Section 4, Sheet 17; Sheets 14 through 16 are void and omitted until further use).* (D)

Reference

**4.14 Emergency Reporting Services**

**4.14.1 30-Station Emergency Conference System** 3.18.1

Per system, where available \$50.00/month

Per system, where the system is used  
as a backup to another 911/E911 system \$10.00/month

**4.14.2 911 Services** 3.18.2

Per dedicated line for 911 with ANI \$5.00/month

Per dedicated line for E911 \$5.00/month

One-time charge for E911 \$500.00/digital office

Establishment of E911 database \$0.65/listing

E911 database maintenance  
(assessed quarterly) \$2.00/record  
CAPPED PER QUARTER \$250.00

E911 annual update \$0.25/listing

(T)



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		Reference
<b>4.15</b>	<b>Voice Mail Service</b>	<u>Monthly Rate</u> 3.19
	<b>4.15.1 Announcements XP</b>	
	Per port	\$7.95/month
	Per additional port (up to 15)	\$1.95/month
	<b>4.15.2 Voice Messaging XP</b>	
	Voice Messaging XP	\$5.99/month
	<b>4.15.3 Voice Messaging EXP</b>	
	Voice Messaging EXP	\$6.99/month
<b>4.16</b>	<b>DID Service</b>	3.20
	Per DID trunk	\$23.99
	Per block of 20 numbers	\$4.99
		<u>One-Time Charge</u>
	DID Installation Charge	\$50.00/trunk

		Reference
<b>4.17</b>	<b>Miscellaneous Services</b>	3.21
4.17.1	<b>Special Billing Number Service</b>	
	Additional Bill Number Service	\$1.00/month
	Separate Bill Service	\$2.00/month
4.17.2	<b>Number Change Intercept Service</b>	
	Residential	\$20.00/year
	Business	\$20.00/year
4.17.3	<b>Custom Number Service</b>	
	Per number requested and provided	\$75.00
4.17.4	<i>Reserved.</i>	
4.17.5	<b>Construction and Line Extensions</b>	2.9
	Mileage charges, per 1/10 mile or fraction thereof from the nearest existing cable facility	\$250.00
4.17.6	<b>Presubscribed Interexchange Carrier (PIC)</b>	
	PIC Change Charge - intraLATA	\$5.00/line
<b>4.18</b>	<b>Local Channelized T-1 Service</b>	3.22
	Full Local Channelized T-1*	\$250.00/month
	Half Local Channelized T-1*	\$187.50/month
	*A one-time installation charge and move charge of \$360.00 applies	
	<u>Term Discounts</u>	<u>Percentage</u>
	36 months	10%
	60 months	20%
<b>4.19</b>	<b>Special Fees and Charges</b>	
4.19.1	<b>Telecommunications Relay Surcharge</b>	3.23.1
	Per telephone number (up to 100 numbers)	\$0.03/month

(I)

Reference

**4.20 Local Channelized T-1 PRI Service** 3.24

Full Local Channelized T-1 PRI*	\$275.00/month
Half Local Channelized T-1 PRI*	\$207.00/month

\*A one-time installation charge and/or move charge of \$360.00 applies

Term Discounts	Percentage
36 months	10%
60 months	20%

**4.21 Advance Call-Caller ID PRI Bulk** 3.25

Per PRI Circuit	\$350.00/month
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