
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

*This tariff, Nebraska Tariff No. 9, issued by
Lingo Communications North, LLC
cancels and replaces in its entirety
Nebraska Tariff No. 6 issued by
Ionex Communications North, LLC d/b/a Birch Communications*

Lingo Communications North, LLC
115 Gateway Drive
Macon, GA 31210

LOCAL SERVICE TELEPHONE TARIFF

FILED WITH

The State of Nebraska
Public Service Commission

NPSC Comm. Data

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RECEIVED

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Effective Date: February 7, 2019

Michelle Ansley – Chief Administrative Officer
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

The pages listed below are effective as of the date shown. The original and revised pages contain all changes from the original tariff in effect on the date show on each page.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (L) To signify material relocated from or to another part of the tariff schedule with no change in text, rate, rules or conditions.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the Page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between sheets 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the Fourth Revised Page 14 cancels the Third Revised Page 14.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2
- 2.1
- 2.1.1
- 2.1.1.A
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1)

- D. Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF TARIFF

This Tariff contains the Regulations and Rates applicable to local business exchange and intraLATA telephone services by Company to Customers for telecommunications between points within the State. Company's Services are furnished subject to the availability of facilities and subject to the Terms and Conditions of this Tariff.

The Rates and Regulations contained in this Tariff apply only to the Services furnished by Company and do not apply, unless otherwise specified, to the lines, facilities, or Services provided by a Local Exchange Telephone Company or other common carrier for use in accessing the Services of Company.

Customer is entitled to limit the use of Company's Services by End Users at the Customer's facilities and may use other common carriers in addition to or in lieu of Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS

For the purpose of this tariff, the following definitions apply:

Advance Payment

A part or all of a payment required before the start of Service.

Alternative Local Exchange Carrier (ALEC) or Competitive Local Exchange Carrier (CLEC)
Any entity or person providing Local Exchange Services in competition with an ILEC or LEC.

Authorization Code

A numerical code, one or more of which are assigned to a Customer to enable Company to identify use of Service on the Customer's account and to bill the Customer accordingly. Multiple authorization codes may be assigned to a Customer to identify individual users or groups of users. Entitlement to any authorization code shall create no property or other right or interest in the use of any particular authorization code.

Authorized User

A person, firm, corporation or any other entity authorized by the Customer to communicate, utilizing the Carrier's Service.

Auto Call Back

When you encounter a busy signal when calling another number, the Called Number will be automatically notified (called back) when the called Station becomes idle.

Auto Recall

The ability to press *69 to determine the location from where the last call was made.

Automatic Number Identification ("ANI")

The automatic transmission of a Caller's Billing Account Telephone Number to a Local Exchange Company, Interexchange Carrier or a Third Party Customer. The primary purpose of ANI is for billing toll calls.

Call Forward Busy

Automatically routes incoming calls to a designated answering point when the Called Line is busy.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

Call Forward Bundle Pack

A bundled package including the following features: Call Forward Variable, Call Forward Busy and Call Forward No Answer.

Call Forward No Answer

Automatically routes incoming calls to a designated answering point when the Called Line does not answer within a pre-specified number of rings.

Call Forward Remote Access

Allows a User to forward their incoming calls from a remote location.

Call Forward Variable

Automatically routes incoming calls to a designated answering point, regardless of whether the User's Station is idle or busy.

Call Pickup

Allows a group pickup of incoming calls on another phone by dialing a code.

Call Transfer

Enables the User to transfer or add a Third Party using the same line.

Call Waiting

Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone.

Call Waiting Cancel

Allows a User to cancel the Call Waiting feature on a per call basis by dialing a code.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

Called Station

The terminating point of a call (*i.e.*, the Called Number).

Caller ID - Name and Number

Allows a person to view the name and number calling in advance of picking up the receiver. Must be used with a Caller ID box.

Caller ID - Number Only

Allows a person to view the number calling in advance of picking up the receiver. Must be used with a Caller ID box.

Caller ID Block

Allows Caller to have name and number appear as "unknown" on recipient's Caller ID box.

Calling Station

The originating point of a call (*i.e.*, the Calling Number).

Calling Area

A specific geographic area so designated for the purpose of applying a specified rate structure.

Central Office

A Local Exchange Carrier's office where a Customer's lines are terminated for the purpose offering Local Telephone Service and to connect with Interexchange Carriers.

Commission

Refers to the Nebraska Public Utilities Commission, unless otherwise indicated.

Company

Refers to Lingo Communications North, LLC, unless otherwise indicated.

Customer or Subscriber

The person, firm or corporation that orders Service and is responsible for the payment of charges and compliance with the Company's Regulations.

Class of Service Restriction

Used to prevent a phone from dialing certain codes and numbers or reject unwanted calls from specified numbers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

DA
Directory Assistance

Dial Pulse ("DP")
The pulse-type employed by Rotary Dial Station Sets.

Digital Transmission
Information transmitted in the form of digitally encoded signals.

Dual Service
Allows a Customer to have a single call forwarded to another number in a different location.

Dual Tone Multi-Frequency ("DTMF")
The pulse-type employed by Tone Dial Station Sets.

End User
A Customer, Joint User or any other person authorized by a Customer to use Service provided under thistariff.

Exchange Area
A geographically defined area wherein the telephone industry through the use of maps or legal description sets down specified area where individual Telephone Exchange Companies hold themselves out to provided Communications Services.

Facility or Facilities
Any item or items of communications plant or equipment used to provide or connect to The Company's Services.

FCC
The Federal Communications Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

Hunting

Automatically "hunts" for the next available line so that the call can terminate.

Incumbent Local Exchange Carrier (ILEC) or Local Exchange Carrier (LEC)

Any Local Exchange Carrier that was as of February 8, 1996, deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601 (b) of the FCC's regulations.

Individual Case Basis ("ICB")

A Service Arrangement in which the Regulations, Rates and Charges are developed based on the specific circumstances of the Customer.

IXC or Interexchange Carrier

A Long Distance Telecommunications Services Provider that furnishes Services between Exchange Areas.

Jack Installation

Refers to on-premise jack installation.

Joint User

A person, firm or corporation which is designated by the Customer as a User of Services furnished to the Customer by the Company and to whom a portion of the charges for the Service will be billed under a Joint User Arrangement as specified in the Company's tariff.

Kbps (Kilobits Per Second)

Denotes thousands of bits per second.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

LATA

A Local Access Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of Communications Services.

Local Calling

A completed call or telephonic communication between a Calling Station and any other Station within the Local Service Area of the Calling Station.

Local Exchange Carrier (LEC)

Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of Local Exchange Telephone Service.

Local Exchange Service

An arrangement which connects the Residential End User's location to the LEC's Network Switching Center thereby allowing End User to transmit and receive local calls within the End User's Local Calling Area, or Mandatory Expanded Area Service (EAS) Area, as defined by State Commissions or, if not defined by State Commission, then defined in the LEC's State Tariffs.

Mbps (Megabits)

Denotes millions of bits per second.

Multifrequency ("MF")

An intermachine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/Key Systems.

Multiple Appearance Directory Numbers

A Directory Number that is assigned more than once to one or more Proprietary Business Sets.

Nonrecurring Charge ("NRC")

The initial charge, usually assessed on a one-time basis, to install equipment and facilities to establish Service.

Numbering Plan Area ("NPA")

The same as an Area Code.

Number Portability

Allows Customer to retain their current phone number when switching to The Company's Service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

Preferred Customer Discount (PCD)

A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

Presubscription

An arrangement whereby an End User may select and designate to the Company an Interexchange Carrier (IXC) to access, without an access code, for toll calls. This IXC is referred to as the End User's Predesignated IXC.

Recurring Charges

The monthly charges to the Customer for Services, facilities and equipment, which are the agreed upon duration of Service.

Remote Call Forwarding

Allows a Customer to have a phone number permanently forwarded to another number.

Service Commencement Date

The first day following the date on which the Company notifies the Customer that the requested Service or facility is available for use, unless extended by the Customer's refusal to accept Service which does not conform to standards in the Service Order, LOA or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1.0 - DEFINITIONS (CONT'D.)

Service Order

The written request for Network Services executed by the Customer and the Company. The signing of a Service Order by the Customer and acceptance by the Company begins the respective obligations of the Parties in that Order and under this tariff. The duration of the Service is calculated from the Service Commencement Date.

Services

The Company's Telecommunications Services offered on the Company's network.

Shared

A facility or equipment system that can be used simultaneously by several Customers.

Speed Dial - 30 Numbers

Gives a User the option to call selected Directory Numbers by dialing a one or two-digit code.

Speed Dial - 8 Numbers

Gives a User the option to call selected Directory Numbers by dialing a one or two-digit code.

Station

Telephone equipment from or to which calls are placed.

Three-Way Calling

When a User can sequentially call two or more Parties and add them together to create a three-way conference call.

Trunk

A communications path connecting two switching systems in a network, used in the establishment of an end-to-end communication.

User

A Customer or any other person authorized by the Customer to use Service provided under this tariff.

V & II Coordinates

Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

WATS

The Wide Area Telecommunications Service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY

2.1 General

- 2.1.1 The Company undertakes to provide Local Exchange and IntraLATA Telecommunications services under the terms of this tariff for communications originating from and terminating to points within Nebraska.
- 2.1.2 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission nor for failure to establish connections.
- 2.1.3 Customers and Users may use Services and facilities provided under the tariffs of the Company to obtain access to Services offered by other companies. The Company is responsible for the Services and facilities provided under its tariffs, and for its Unregulated Services provided pursuant to Contract, and it assumes no responsibility for any Service (whether regulated or not) provided by any other entity that purchases access to the Company Network in order to originate or terminate such entity's own Services, or to communicate with such entity's own Customers.
- 2.1.4 The Customer's charges for Services are based upon the total time the Customer actually uses the Service subject to billing increments set forth herein and any additional charges which may apply.
- 2.1.5 The Company shall have no responsibility with respect to billings, charges or disputes related to Services used by the Customer which are not included in the Services herein including, without limitation, any local, regional or long distance Services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such Services and for the resolution of any disputes or discrepancies with the Service Provider.

2.2 Description of Service

The Company's Service consists of any of the Services offered pursuant to this tariff, either individually or in combination. Each Service is offered independent of the others, unless otherwise noted. Service is offered via the Company's facilities or in combination with transmission facilities provided by other Certificated Carriers.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.3 Application for Service

Customers desiring to obtain the Company's Service must complete the Company's standard Service Order form(s).

2.4 Shortage of Equipment or Facilities

2.4.1 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control, on a nondiscriminatory basis.

2.4.2 The furnishing of Service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and equipment and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other Carriers, from time to time, to furnish Service as required at the sole discretion of the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.5 Terms and Conditions

- 2.5.1 Service is provided for a Minimum Period of thirty days, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- 2.5.2 Customers may be required to enter into written or oral Service Orders which shall contain or reference a specific description of the Service ordered, the rates to be charged, the duration of the Services, and the Terms and Conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- 2.5.3. Except as otherwise stated in the tariff, at the expiration of the initial term specified in each Service Order, or in any extension of the Service Order, Service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days Written Notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The Rights and Obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
- 2.5.4 Except as provided in Section 2.14 of this tariff, this tariff shall be interpreted and governed by the laws of the State of Nebraska.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

2.5 Terms and Conditions (Cont'd.)

- 2.5.5 To the extent that either the Company or any other carrier exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the Party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either Party, the Company and the other Carrier shall jointly attempt to obtain from the Owner of the property access for the other Party to serve a person or entity.
- 2.5.6 The customer has no property right to any Authorization Code associated with Services furnished by the Company. The Company reserves the right to change such codes whenever the Company deems it necessary to do so in the conduct of its business.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY

2.6 Liability of the Company

- 2.6.1 The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these Services or arising out of the failure to furnish the Service, whether caused by Acts or Omissions, shall be limited to the extension of Allowances for Interruption as set forth in Section 7 following. The extension of such Allowances for Interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer or User as a result of any Company Service, equipment or facilities, or the Acts or Omissions or negligence of the Company, Company's employees or agents.
- 2.6.2 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: Acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority, national emergencies, insurrections, riots, wars, unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- 2.6.3 The Company shall not be liable for any Act or Omission of any entity furnishing to the Company or to the Company's Customers or Users' facilities or equipment used for or with the services the Company offers.
- 2.6.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or User or due to the failure or malfunction of Customer or User-provided equipment or facilities.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY

2.6 Liability of the Company (Cont'd.)

- 2.6.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other Party or Person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided.
- 2.6.6 The Company reserves the right to require each Customer to sign an Agreement acknowledging acceptance of the provisions of this paragraph as a condition precedent to such installations.
- 2.6.7 The Company is not liable for any defacement of or damage to Customer or User premises resulting from the furnishing of Services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- 2.6.8 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by Customer for the specific Services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the Service is rendered, or as otherwise required by Nebraska Law.

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SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.6 Liability of the Company (Cont'd.)

- 2.6.9 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer Provided Equipment or facilities.
- 2.6.10 The Company shall not be liable for any damages resulting from delays in meeting any Service Dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary Regulatory Approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- 2.6.11 The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.
- 2.6.12 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH IN ITS TARIFFS.
- 2.6.13 The Company shall not be liable for any damages whatsoever associated with Service, facilities, or equipment which the Company does not furnish or for any Act or Omission of Customer or any other entity furnishing Services, facilities or equipment used for or in conjunction with the Company.

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Michelle Ansley – Chief Administrative Officer
115 Gateway Drive
Macon, GA 31210

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)**2.7 Notification of Service-Affecting Activities**

To the extent possible, the Company will provide the Customer reasonable notification of Service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer, but affect many Customers' Services. No specific advance notification period is applicable to all Service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned Service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2.8 Provision of Equipment and Facilities

2.8.1 All Services along the facilities between the point identified as the Company's Origination Point and the point identified as the Company's Termination Point will be furnished by the Company, its agents or contractors.

2.8.2 The Company may undertake to use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the Regulations contained in this tariff.

2.8.3 The Company undertakes to use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer, Joint User, or Authorized User may not, nor may they permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the Written Consent of the Company.

2.8.4 Equipment the Company provides or installs at the Customer's Premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which the Company provided the equipment.

2.8.5 The Customer shall be responsible for the payment of Service Charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer, Joint User, or Authorized User when the Service difficulty or Trouble Report results from the use of equipment or facilities the Customer, Joint User, or Authorized User provided.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.8 Provision of Equipment and Facilities (Cont'd.)

2.8.6 The Company shall not be responsible for the installation, operation, or maintenance of any Customer- provided Communications Equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities; subject to this responsibility the Company shall not be responsible for:

- A. the transmission of signals by Customer-provided Equipment or for the quality of, or defects in, such transmission; or
- B. the reception of signals by Customer-provided Equipment. The Customer, Authorized User, or Joint User is responsible for ensuring that Customer provided equipment connected to Company equipment and facilities is compatible with such Company equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided Equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided Equipment and wiring or injury to the Company's employees or to other persons. Customer will submit to Company a complete Manufacturer's Specification Sheet for each item of equipment that is not provided by the Company and which shall be attached to the Company's facilities. The Company shall approve the use of such item(s) of equipment unless such item is technically incompatible with Company's facilities. Any additional protective, equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.8.7 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing the Company's Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

2.8.8 Other Carriers may not interfere with the right of any person or entity to obtain Service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any Services in order to have the right to obtain Service directly from the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.8 Provision of Equipment and Facilities (Cont'd.)

2.8.9 The Company may be connected to the Services or facilities of other Communications Carriers only when authorized by, and in accordance with, the Terms and Conditions of the tariffs of the other Communications Carrier which are applicable to such connections.

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Michelle Ansley – Chief Administrative Officer
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.9 Non-Routine Installation

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

2.10 Ownership of Facilities

Title to all facilities provided in accordance with the tariffs of the Company remains with the Company, its agents or contractors. The Customer shall not have, nor shall it assert, any right, title or interest in all the fiber optic or other facilities and associated equipment provided by the Company hereunder.

2.11 Optional Rates and Information Provided to the Public

The Company will promptly advise Customers who may be affected of new, revised or optional rates applicable to their Service. Pertinent information regarding the Company's Services, rates and charges shall be provided directly to Customers, or shall be available for inspection at the Company's local business.

2.12 Continuity of Service

In the event of prior knowledge of an Interruption of Service for a period exceeding one day, the Customers will, if feasible, be notified in writing, by mail, at least one week in advance.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.13 Governmental Authorizations

The provision of Services is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. The Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the Services into conformance with any Rules, Regulations, Orders, Decisions, or Directives imposed by the Federal Communications Commission or other applicable agency, and the Customer shall fully cooperate in and take such action as may be requested by the Company to comply with any such Rules, Regulations, Orders, Decisions, or Directives.

2.14 Dispute Resolution

This Section applies to any dispute, controversy, or claim, whether based in contract, tort, equity, statute or any other legal theory, between the Customer and the Company arising out of, or relating to, any Service, product, facilities, charge, advertising, representation, Act or Omission of the Company, or any other dispute, controversy, or claim arising from the relationship between the Parties that either the Customer or the Company has against the other, regardless of the date of accrual and even if the dispute, controversy, or claim arises after Service has terminated (hereinafter collectively referred to herein as "Dispute" or "Disputes"). All Disputes must be resolved as described in this Section. BY ORDERING AND/OR CONTINUING SERVICES PROVIDED IN THIS TARIFF, THE CUSTOMER AGREES THAT ANY DISPUTE WILL BE RESOLVED BY THE DISPUTE RESOLUTION PROCESS DESCRIBED HEREIN AND NOT BY A JUDGE OR JURY IN COURT.

If the Customer has a Dispute with the Company, the Customer must first call the Company's Customer Service Department, at the number listed on the Customer's invoice, to attempt to resolve the Dispute. The Customer must describe the Dispute and provide the Company with any supporting documentation reasonably requested by the Company. Likewise, if the Company has a Dispute with the Customer it will notify the Customer by letter sent to the Customer's billing address and attempt to resolve it before pursuing arbitration.

If the Parties are unable to resolve the Dispute within 60 days of the initial notice, either Party may request arbitration as described below.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2.0 – UNDERTAKING OF THE COMPANY (CONT'D.)

2.14 Dispute Resolution (Cont'd.)

MANDATORY ARBITRATION OF DISPUTES: ANY DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY, OR ANY EMPLOYEE, AGENT, PRIVY OR AFFILIATED ENTITY OF EITHER PARTY, WILL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THIS PROCESS, INCLUDING THE ARBITRABILITY OF ANY DISPUTE UNDER THIS TARIFF AND THE REVIEW OF ANY AWARD.

The arbitration will be conducted by and under the then-applicable Commercial Arbitration Rules of the American Arbitration Association (“AAA”) at the nearest AAA Case Management Center or other location as agreed upon by Customer and Company. A single neutral arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of the American Arbitration Association or, alternatively, may be selected by agreement of the Parties, who will cooperate in good faith to select the arbitrator. All expedited procedures prescribed by the applicable Rules will apply. All required fees and costs will be paid equally by the Parties as set forth in the AAA Commercial Arbitration Rules. The arbitrator’s decision and award will be final and binding, and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

No Dispute may be joined with another lawsuit, claim, dispute, or arbitration brought by any other person, or resolved on a class-wide basis. The arbitrator may not award damages that are barred by this tariff and may not award punitive damages.

If any Party files a judicial or administrative action to resolve a Dispute without first complying with the provisions of this Section and another Party successfully stays such action and/or compels arbitration, the Party filing that judicial or administrative action must pay the other Party’s costs and expenses incurred in seeking such stay and/or compelling arbitration, including attorney’s fees.

Notwithstanding the provisions of this Section, the Customer may file a complaint with the Commission as described in Section 5.11.

If any portion of this Section is determined to be invalid or unenforceable, the remainder of this Section and this tariff shall remain in full force and effect.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3.0 – OBLIGATIONS OF THE CUSTOMER

3.1 General

The Customer shall be responsible for:

- 3.1.1 the payment of all applicable charges pursuant to the tariffs of the Company;
- 3.1.2 damage to or loss of the Company's facilities or equipment caused by the Acts or Omissions of the Customer or of any User; or by the noncompliance by the Customer or any User with these Regulations; or by fire or theft or other casualty on the Customer's or any User's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- 3.1.3 providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate the Company facilities and equipment installed on the premises of the Customer or any User; and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- 3.1.4 any and all costs associated with obtaining and maintaining of the rights-of-way from the point of entry at the Customer's location to the termination point where Service is finally delivered to the Customer, including, but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company-provided facilities. The Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions and restrictions of such rights-of-way and of Agreements between the Company and such Third Parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable Governmental Ordinance, Law, Rule, Regulation or Restriction. Where applicable, the Customer agrees that it shall assist the Company in the procurement and maintenance of such right-of-way. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an Order for Service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3.0 – OBLIGATIONS OF THE CUSTOMER (CONT'D.)

3.1 General (Cont'd.)

- 3.1.5 providing a safe place to work and complying with all Laws and Regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (c.g. friable asbestos) prior to any construction or installation work;
- 3.1.6 complying with all Laws and Regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any Customer or User premises or the rights-of-way for which Customer is responsible under Section 3.1(d); and granting or obtaining permission for the Company's agents or employees to enter the premises of the Customer or any User at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of Service as stated herein, removing the facilities or equipment of the Company;
- 3.1.7 not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- 3.1.8 making the Company's facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3.0 – OBLIGATIONS OF THE CUSTOMER (CONT'D.)

3.2 Prohibited Uses

- 3.2.1 The Services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all Governmental Approvals, Authorizations, Licenses, Consents and Permits required to be obtained by the Customer with respect thereto.
- 3.2.2 The Company may require Applicants for Service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Nebraska Public Service Commission Regulations, Policies, Orders, and Decisions.
- 3.2.3 The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this tariff. The Customer shall not, without prior written consent of the Company, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this tariff, and any attempt to make such an assignment, transfer, disposition without such consent shall be null and void.
- 3.2.4 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 3.2.5 A Customer may not use the Services so as to interfere with or impair Service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.
- 3.2.6 Customer use of any Resold Service obtained from other Service Providers shall also be subject to any applicable restrictions imposed by the Underlying Providers.
- 3.2.7 A Customer, Joint User, or Authorized User shall not represent that its Services are provided by the Company, or otherwise indicate to its Customers that its provision of Services is jointly with the Company, without the written consent of the Company. The relationship between the Company and Customer shall not be that of Partners or Agents for one or the other, and shall not be deemed to constitute a Partnership or Agency Agreement.
- 3.2.8 A Customer shall not use any service mark, trademark or trade name of Company or refer to Company in connection with any product, equipment, promotion or publication of the Customer without the approval of Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3.0 – OBLIGATIONS OF THE CUSTOMER (CONT'D.)

3.3 Claims

With respect to any Service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- 3.3.1 any loss, destruction or damage to property of the Company or any Third Party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional Act or Omission of the Customer or User or their employees, agents, representatives or invitees;
- 3.3.2 any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any Third Party, arising from any Act or Omission by the Customer or User, including, without limitation, use of the Company's Services and facilities in a manner not contemplated by the Agreement between Customer and the Company; or
- 3.3.3 any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of the applicable Company tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4.0 – CUSTOMER AND EQUIPMENT AND CHANNELS

4.1 General

A User may transmit or receive information or signals via the facilities of the Company. The Company's Services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in the tariffs of the Company. A User may transmit any form of signal that is compatible with the Company's equipment, but except as otherwise specifically stated in its tariffs, the Company does not guarantee that its Services will be suitable for purposes other than voice-grade telephonic communication.

4.2 Station Equipment

4.2.1 Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's point of connection.

4.2.2 The Customer is responsible for ensuring that Customer-provided Equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided Equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided Equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

Customer provided Station Equipment may be attached to Services provided under the tariffs of the Company subject to Part 68 of the FCC Rules and to any applicable provisions of the tariffs of the Company and is the sole responsibility of the Customer.

4.2.3 The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-provided Equipment, or for misdirected calls, disconnects or other Service problems caused by the use of Customer-owned Equipment.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4.0 – CUSTOMER AND EQUIPMENT AND CHANNELS (CONT'D.)

4.3 Interconnection of Facilities

4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services (Local Exchange Service) and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

4.3.2 Communications Services (Local Exchange Service) may be connected to the Services or facilities of other Communications Carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other Communications Carriers which are applicable to such connections.

4.3.3 Facilities furnished under the tariffs of the Company may be connected to Customer-provided Terminal Equipment in accordance with the provisions of the tariffs of the Company. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User provided wiring shall be installed and maintained in compliance with those Regulations.

4.4 Tests and Adjustments

Upon suitable Notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No Interruption Allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

4.5 Inspections

4.5.1 Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the Requirements under Section 2.8 for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4.0 – CUSTOMER AND EQUIPMENT AND CHANNELS (CONT'D.)

4.5 Inspections (Cont'd.)

4.5.2 If the Protective Requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this Notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its facilities, equipment and personnel from harm.

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Michelle Ansley – Chief Administrative Officer
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5.0 – PAYMENT ARRANGEMENTS

5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and Services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those Services are used by the Customer itself or are resold or shared with other persons.

5.2 Billing and Collection of Charges

5.2.1 Nonrecurring Charges are due and payable within 30 days after the date an invoice is mailed to the Customer by the Company.

5.2.2 The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice is mailed.

5.2.3 Charges based on Measured Usage will be included on the next invoice rendered following the end of the month in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.

5.2.4 When Service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which Service was furnished will be calculated on a pro-rata basis. For this purpose, every month is considered to have 30 days.

5.2.5 Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the Service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the Parties, or if the Service or facility does not conform to standards set forth in the tariffs of the Company or the Service Order. Billing accrues through and includes the day that the Service, circuit, arrangement or component is discontinued.

5.2.6 With respect to Customers, if any portion of the payment is received by the Company after the Date Due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a Late Payment Penalty shall be due to the Company. The Late Payment Penalty shall be the portion of the payment not received by the date due, net of taxes, not compounded, multiplied by a monthly late factor of 1.5% or at the highest rate allowed by law, whichever is less.

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Michelle Ansley – Chief Administrative Officer
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5.0 – PAYMENT ARRANGEMENTS (CONT'D.)

5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before Services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Nonrecurring Charge(s) and the first month's estimated Recurring Charges for the Service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Nonrecurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill.

A Customer whose service has been discontinued for nonpayment of bills will be required to pay the unpaid balance due to Company and may be required to pay Reconnect Charges of \$35.00.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5.0 – PAYMENT ARRANGEMENTS (CONT'D.)

5.4 Discontinuance of Service for Cause

- 5.4.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving five (5) days prior Written Notice to the Customer, discontinue or suspend Service without incurring any liability.
- 5.4.2 Upon violation of any of the other material Terms or Conditions for furnishing Service the Company may, by giving three (3) days prior Notice in writing to the Customer, discontinue or suspend Service without incurring any liability if such violation continues during that period.
- 5.4.3 Upon condemnation of any material portion of the facilities used by the Company to provide Service to a Customer, or if a condition immediately dangerous or hazardous to life, physical safety or property exists, or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by Notice to the Customer, may discontinue or suspend Service without incurring any liability.
- 5.4.4 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend Service without incurring any liability.
- 5.4.5 Upon any governmental prohibition or required alteration of the Services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue Service without incurring any liability.
- 5.4.6 Upon the Company's discontinuance of Service to the Customer under Section 5.5.1 and Section 5.5.2 above, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of the tariffs of the Company, may declare all future monthly and other charges which would have been payable by the Customer during, the remainder of the Minimum Term for which such Services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent (6%)).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5.0 – PAYMENT ARRANGEMENTS (CONT'D.)

5.5 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, Service parameters, premises locations, or otherwise materially modifies any provision of the application for Service, the Customer's installation fee shall be adjusted accordingly.

5.6 Taxes and Fees

The Customer is responsible for the payment of all sales, use, gross receipts, excise, access, bypass, franchise, or other local, state, and Federal taxes, fees, charges or surcharges, however designated, imposed on or based upon the provision, sales or use of the Services delivered by the company, other than taxes imposed generally on corporations. All such taxes, fees, and charges shall be separately designated on the Company's invoices, and are not included in the tariffed rates.

5.7 Bad Check Charge

A Service Charge equal to \$25.00 will be assessed for all checks returned by a bank or other financial institution for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

5.8 Reconnection Fee

If Service is disconnected or suspended by the Company and later reconnected or restored, Customer shall be subject to a Reconnection Fee of \$35.00 which must be paid prior to restoration of Service.

5.9 Disputed Bills

The Customer may dispute a bill by written or oral Notice to the Company. Unless such Notice is received in 10 days, from date of statement, the bill statement shall be deemed to be correct and payable in full by Customer. Any Customer who has a dispute, which has not been resolved to the Customer's satisfaction, shall be advised by the Company that the Customer may file a formal or informal complaint with the Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6.0 – CANCELLATION OF SERVICE

6.1 Cancellation of Application for Service

- 6.1.1 Applications for Service are noncancellable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an Application for Service prior to the start of Service or prior to any special construction, no charges will be imposed except for those specified below.
- 6.1.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the Service or in preparing to install the Service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the Minimum Period of Services ordered, including Installation Charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent (6%)).
- 6.1.3 Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a Cancellation Notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- 6.1.4 The charges described above will be calculated and applied on a case-by-case basis.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6.0 – CANCELLATION OF SERVICE

6.2 Cancellation of Service by Customer

If a Customer cancels a Service Order or terminates Services before the completion of the term for any reason whatsoever other than a Major Service Interruption, Customer agrees to pay to the Company the following sums, within 21 days of the Effective Date of the cancellation or termination and be payable under the terms set forth in Section 5, preceding: all costs, fees and expenses reasonably incurred in connection with:

- 6.2.1 all Nonrecurring charges as specified in the Company's tariffs, plus
- 6.2.2 any disconnection, early cancellation or termination charges reasonably incurred and paid to Third Parties by the Company on behalf of Customer, plus
- 6.2.3 all Recurring Charges specified in the applicable Company tariff for the balance of the then current term.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7.0 – ALLOWANCE FOR INTERRUPTION IN SERVICE

7.1 General

A Credit Allowance will be given when Service is interrupted, except as specified in Section 7.2 following. A Service is interrupted when it becomes inoperative to the customer, (e.g., the customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff).

An Interruption Period begins when the Customer reports a Service, facility or circuit to be inoperative, and, if necessary, releases it for testing and repair. An Interruption Period ends when the Service, facility or circuit is operative.

If the Customer reports a Service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired, but not interrupted. No Credit Allowances will be made for a Service, facility or circuit considered by the Company to be impaired.

The Customer shall be responsible for the payment of Service Charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the Service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

7.2 Limitations of Allowances

No Credit Allowance will be made for any interruption in Service:

- 7.2.1 due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer or other Common Carriers connected to the Service of the Company;
- 7.2.2 due to the failure of power, equipment, systems, connections or Services not provided by the Company;
- 7.2.3 due to circumstances or causes beyond the reasonable control of the Company;
- 7.2.4 during any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7.0 – ALLOWANCE FOR INTERRUPTION IN SERVICE (CONT'D.)

7.2 Limitations of Allowances (Cont'd.)

7.2.5 during any period when the Customer has released Service to the Company for maintenance purposes or for implementation of a Customer Order for a change in Service arrangements;

7.2.6 that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and

7.2.7 that was not reported to the Company within 30 days of the date that Service was affected.

7.2.8 A Service will not be deemed to be interrupted if a Customer continues to voluntarily make use of such Service. If the Service is interrupted, the Customer can get a Service Credit, use another means of communications provided by the Company (under Section 7.3), or utilize another Service Provider;

7.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the Alternative Service used.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7.0 – ALLOWANCE FOR INTERRUPTION IN SERVICE (CONT'D.)

7.4 Application of Credits for Interruptions in Service

7.4.1 If a Customer's Service is interrupted other than by the negligence or willful act of the Customer, and it remains out of order for eight normal working hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the Customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the Service Interruption is first reported. The refund to the Customer shall be a pro-rata part of the month's Flat Rate Charges for the period of days and that portion of the Service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for the Service.

7.4.2 For calculating Credit Allowances, every month is considered to have 30 days.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 8.0 – USE OF CUSTOMER’S SERVICE BY OTHERS

8.1 Resale and Sharing

Any Service provided under the Company tariffs may be resold to or shared with other persons at the option of Customer, except as provided in 8.3, following. Customer remains solely responsible for all use of Services ordered by it or billed to its telephone number(s) pursuant to the tariffs of the Company, for determining who is authorized to use its Services, and for notifying the Company of any unauthorized use. Rates apply to all Service that is resold or shared.

8.2 Joint Use Arrangements

Joint Use Arrangements will be permitted for all Services available for resale and sharing pursuant to the Company tariffs. From each Joint Use Arrangement, one member will be designated as the Customer responsible for the manner in which the Joint Use of the Service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue Service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the Service, each Joint User shall be responsible for the payment of the charges billed to it.

8.3 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the Services and facilities provided by the Company without the written consent of the other party and any appropriate authorizations, if necessary, except that the Company may assign its rights and duties

8.3.1 to any subsidiary, parent company or affiliate of the Company,

8.3.2 pursuant to any sale or transfer of substantially all the assets of the Company; or

8.3.3 pursuant to any financing, merger or reorganization of the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 9.0 – NOTICE AND COMMUNICATIONS

- 9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all Notices and other communications, except that Customer may also designate a separate address to which the Company's bills for Service shall be mailed.
- 9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all Notices and other communications, except that the Company may designate a separate address on each bill for Service to which the Customer shall mail payment on that bill.
- 9.3 All Notices or other communications required to be given pursuant to the tariffs of the Company will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the Notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the Addressee, whichever occurs first.
- 9.4 The Company or the Customer shall advise the other Party of any changes to the addresses designated for Notices, other communications or billing, by following the procedures for giving Notice set forth herein.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 10.0 – SPECIAL CONSTRUCTION AND SPECIAL ARRANGEMENTS

10.1 Special Construction

Subject to the Agreement of the Company and to all of the Regulations contained in the tariffs of the Company, special construction and Special Arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special Arrangements include any Service or facility relating to a regulated telecommunications Service not otherwise specified under tariff, or for the provision of Service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- 10.1.1 where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- 10.1.2 of a type other than that which the Company would normally utilize in the furnishing of its Services;
- 10.1.3 over a route other than that which the Company would normally utilize in the furnishing of its Services;
- 10.1.4 in a quantity greater than that which the Company would normally construct;
- 10.1.5 on an expedited basis;
- 10.1.6 on a temporary basis until permanent facilities are available;
- 10.1.7 involving abnormal costs; or
- 10.1.8 in advance of its normal construction.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 10.0 – SPECIAL CONSTRUCTION AND SPECIAL ARRANGEMENTS (CONT'D.)

10.2 Basis for Charges

Where the Company furnishes a facility or Service on a Special Construction Basis, or any Service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

- 10.2.1 nonrecurring type charges;
- 10.2.2 recurring type charges,
- 10.2.3 termination liabilities; or
- 10.2.4 combinations thereof.

The Agreement for Special Construction will ordinarily include a Minimum Service Commitment based upon the estimated service life of the facilities provided.

10.3 Basis for Cost Computation

The costs referred to in 10.2 preceding may include one or more of the following items to the extent they are applicable:

- 10.3.1 installed costs of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installed costs include the cost of:
 - A. equipment and materials provided or used,
 - B. engineering, labor and supervision,
 - C. transportation,
 - D. rights of way, and
 - E. any other item chargeable to the capital account;

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 10.0 – SPECIAL CONSTRUCTION AND SPECIAL ARRANGEMENTS (CONT'D.)

10.3 Basis for Cost Computation (Cont'd.)

10.3.2 annual charges including the following:

- A. cost of maintenance;
- B. depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- C. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- D. any other identifiable costs related to the facilities provided; and
- E. an amount for return and contingencies.

10.4 Termination Liability

To the extent that there is no other requirement for use by the Company, the Customer may have a Termination Liability for facilities specially constructed at the request of the Customer, if and only if such liability is clearly stated in a Written Agreement between the Company and the Customer.

10.4.1 The maximum termination liability is equal to the total cost of the special facility as determined under 10.3, preceding, adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided.

10.4.2 The maximum Termination Liability as determined in paragraph (10.4.1) shall be divided by the Original Term of Service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's Termination Liability shall be equal to this monthly amount multiplied by the remaining unexpired term of Service (rounded up to the next whole number of months), discounted to present value at six percent (6%), plus applicable taxes.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 11.0 – LIABILITY FOR UNAUTHORIZED USE OF THE NETWORK

11.1 Customer Liability for Unauthorized Use of the Network

Unauthorized Use of the Network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's Services provided under this tariff.

11.1.1 Customer Liability for Fraud and Unauthorized Use of the Network

- A. The Customer is liable for the Unauthorized Use of the Network obtained through the fraudulent use of a Company Calling Card, if such a Card is offered by the Company, or an accepted Credit Card, provided that the Unauthorized Use occurs before the Company has been notified.
- B. A Company Calling Card is a Telephone Calling Card issued by the Company at the Customer's request, which enables the Customer or Authorized User to place calls over the network and to have the charges for such calls billed to the Customer's account.

An Accepted Credit Card is any Credit Card that a Cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any Credit Card issued as a renewal or substitute in accordance with this paragraph is an Accepted Credit Card when received by the Cardholder.

- C. The Customer must give the Company written or oral notice that an Unauthorized Use of a Company Calling Card or an Accepted Credit Card has occurred or may occur as a result of loss or theft.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 12.0 - MISCELLANEOUS SERVICE

12.1 Access to Telephone Relay Service

When required by the Commission, The Company will participate in Telephone Relay Service for handicapped or hearing-impaired Customers and will comply with all regulations and requirements relating thereto.

12.2 Access to Link Up America Program

When required by the Commission, the Company will participate in the Link Up America Program for the low-income or handicapped consumer and will comply with all regulations and requirements relating thereto.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 13.0 – SERVICE AREA

13.1 Exchange Classifications

13.1.1 General

The Company offers Local Exchanges Service within certain Qwest Exchange Areas and Local Calling Areas as set forth in 13.1.2 below.

13.1.2 Qwest Exchanges

The following Local Exchanges will be served by The Company on a resale basis pursuant to an approved Resale Agreement between US West (now Qwest Communications) and Lingo Communications North, LLC.

Exchanges Without EAS

| | | |
|------------|--------------|--------------|
| Bridgeport | Laurel | Sidney |
| Broken Bow | North Platte | Silver Creek |
| Clarkson | Pender | Wakefield |
| Emerson | | Wayne |
| | | West Point |
| Howells | Schuyler | |

EAS Group 1

| | | |
|-----------|--------------|-----------|
| Ainsworth | Fullerton | Ogallala |
| Alliance | Grand Island | |
| | Loup City | Valentine |
| | McCook | |

Elwood

EAS Group 1A

Norfolk

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 13.0 – SERVICE AREA (CONT'D.)

13.1 Exchange Classifications (Cont'd.)

13.1.2 Qwest Exchanges (Cont'd.)

EAS Group 2

Atkinson

Chadron

Humphrey

Lexington

Central City

Homer

EAS Group 3

Crawford

Minden

Holdrege

EAS Group 4

Elm Creek

O'Neill

South Sioux City

Wood River

EAS Group 5

Omaha

EAS Group 6

Gretna

Elkhorn

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 13.0 – SERVICE AREA (CONT'D.)

13.1 Exchange Classifications (Cont'd.)

13.1.2 Qwest Exchanges (Cont'd.)

List of Exchange Areas and Local Calling Areas

| | | | | |
|--------------|------------------|------------------|------------------|---------------------|
| EAS Group 1 | Wood Lake | Holdrege | Elm Creek | Council Bluffs, IA |
| Ainsworth | EAS Group 2 | Atlanta | Overton | Carson, IA |
| Long Pine | Atkinson | Funk | Kearney | Crescent, IA |
| Alliance | O'Neill | Loomis | O'Neill | Underwood, IA |
| Hemingford | Stuart | Lyons | Atkinson | Elkhorn |
| Atlanta | Axtell | Decatur | Bristow | Ft. Calhoun |
| Holdrege | Minden | Oakland | Butte | Fremont |
| Creston | Funk | Tekamah | Chambers | Glenwood, IA |
| Humphrey | Central City | Minden | Inman | Gretna |
| Elwood | Archer | Axtell | Page | Kennard |
| Lexington | Hordville | Norman | Spencer | Louisville |
| Fullerton | Chadron | Heartwell | Stuart | Macedonia, IA |
| Belgrade | Crawford | Oakland | St. Libory | Minden, IA |
| Grand Island | Whitney | Lyons | Grand Island | Mineola, IA |
| Cairo | Harrison | Tekamah | St. Paul | Missouri Valley, IA |
| St. Libory | Crawford | West Point | St. Paul | Murray |
| Wood River | Whitney | Tekamah | Boelus | Neola, IA |
| Chapman | Homer | Decatur | Cotesfield | Oakland, IA |
| Doniphan | Dakota City | Lyons | Dannebrogk | Plattsmouth |
| Phillips | South Sioux City | Oakland | Elba | Silver City, IA |
| Loup City | Humphrey | Whitney | Farwell | Springfield |
| Ashton | Creston | Chadron | St. Libory | Tabor, IA |
| McCook | Lindsay | Crawford | South Sioux City | Treynor, IA |
| Culbertson | Lexington | Harrison | Dakota City | Yutan |
| Norfolk | Elwood | EAS Group 4 | Homer | Valley |
| Battle Creek | Overton | Big Springs | Sioux City, IA | Waterloo |
| Ogallala | EAS Group 3 | Brule | Wood River | EAS Group 6 |
| Brule | Crawford | Ogallala | Cairo | Bennington |
| Big Springs | Chadron | Cairo | Grand Island | Arlington |
| Oxford | Harrison | Grand Island | EAS Group 5 | Blair |
| Edison | Whitney | Wood River | Omaha | Ft. Calhoun |
| Valentine | Farwell | Dakota City | Arlington | Fremont |
| Crookston | Dannebrog | Homer | Bennington | Kennard |
| Cody | Elba | South Sioux City | Blair | Louisville |
| Kilgore | St. Paul | Sioux City, IA | Carter Lake, IA | Omaha |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 13.0 – SERVICE AREA (CONT'D.)

13.1 Exchange Classifications (Cont'd.)

13.1.2 Qwest Exchanges (Cont'd.)

List of Exchange Areas and Local Calling Areas (Cont'd.)

| EAS Group 6 (CONT'D.) | Bennington | Omaha |
|-----------------------|-----------------|-----------------|
| Bennington (CONT'D.) | Carter Lake, IA | Bennington |
| Carter Lake, IA | Elkhorn | Carter Lake, IA |
| Elkhorn | Gretna | Elkhorn |
| Gretna | Springfield | Gretna |
| Springfield | Valley | Valley |
| Valley | Waterloo | Waterloo |
| Waterloo | Yutan | Yutan |
| Yutan | Gretna | |
| Elkhorn | Arlington | |
| Arlington | Blair | |
| Blair | Ft. Calhoun | |
| Ft. Calhoun | Fremont | |
| Fremont | Kennard | |
| Kennard | Louisville | |
| Louisville | Omaha | |
| Omaha | Bennington | |
| Bennington | Carter Lake, IA | |
| Carter Lake, IA | Elkhorn | |
| Gretna | Springfield | |
| Springfield | Valley | |
| Valley | Waterloo | |
| Waterloo | Yutan | |
| Yutan | Springfield | |
| Fremont | Arlington | |
| Arlington | Blair | |
| Blair | Ft. Calhoun | |
| Ft. Calhoun | Fremont | |
| Kennard | Kennard | |
| Omaha | Louisville | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

Local Telecommunications Services consist of the Services offered pursuant to this tariff, either individually or in combination. Each Service is offered independently of the other and offered via the Company's facilities, conventional network elements purchased from other Local Exchange Carriers, or via resale of facilities of other Local Exchange Carriers for the transmission of one-way or two-way communications, unless otherwise noted.

Services Offered

The following network services are available to all Customers.

Standard Local Service
PBX Trunk Service
Direct Inward Dial (DID) Service
Optional Calling Features
ISDN Service - Basic Rate and Primary Rate
Centrex Service
Directory Assistance and Listing Services (including Nonpublished and Non-list Services)
Operator Services
Presubscription Charges
Miscellaneous Services

Restrictions

Local Service is offered for originating and terminating local calls. Service may not be used for the originating or the terminating of non-local calls without paying applicable access charges and/or toll charges.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services

14.1.1 Standard Local Service

The Standard Local Service provides a Customer with a single analog voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Local Service lines are provided for the connection of Customer-provided wiring and FCC Part 68 approved devices.

An optional per-line hunting feature is available for Multi-Line Customers which routes a call to an idle station line in a prearranged group when the Called Station Line is busy. Where facilities permit, more than one type of optional hunting arrangement may be provided.

Local Exchange Service Lines and trunks are provided on a Single Party (Individual) basis only. No Multi-Party Lines are provided. Local Calling Service is available on a Flat Rated Basis.

Standard Local Service provides a Customer with the ability to connect to the Company switching network which enables the Customer to:

- A. place or receive calls to any Calling Station in the Local Calling Area;
- B. access 911 and/or Enhanced 911 Emergency Service;
- C. access the Interexchange Carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- D. access Operator Services;
- E. access Directory Assistance for the Local Calling Area;
- F. place or receive calls to 800 telephone numbers;
- G. access Telephone Relay Service;
- H. have a directory listing of the Main Telephone Number.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services

14.1.2 Lingo Basic Line

A. Lingo Basic Line is equipped with:

Basic Line
Unlimited Local, Intra-LATA Long Distance
Caller ID – Name and Number
Call Waiting
Hunting (business only)

1. Lingo Long Distance Rates for Lingo Basic Line:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product.

B. Lingo Basic Line - Feature List

Additional calling features may be added to the Lingo Basic Line. See Section 16.13.A of this tariff for applicable rates.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.2 Lingo Basic Line (Cont'd.)

C. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge. Rates are listed in Section 16.13.B of this tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line:

- (1) Lingo Basic Line is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:
 $\$100 \times \text{Months Remaining}$

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Line bundle, standard rates located in Section 16.13.A of this tariff will apply.

- (3) The availability of certain features is dependent on ILEC feature availability.

- (4) Some features are only available to residential customers.

- (5) Some features are only available to business customers.

- (6) Product may not be available in all CLLIs.

- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line: (Cont'd.)

- (8) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic. There is a maximum of 3 extensions per voicemail box. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their Lingo Basic Line.
- (9) Caller ID with Name and Number - Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.2 Lingo Basic Line (Cont'd.)

D. Footnotes for Lingo Basic Line: (Cont'd.)

- (10) Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their Lingo Basic Line.
- (11) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (12) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.3 Lingo Basic Plus

A. Lingo Basic Plus is equipped with:

Dial tone Line
Unlimited Local and Intra-LATA Long Distance
Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Lines Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Lines Only)
Call Selector
Call Tracing
Call Waiting
Caller ID (Business Lines Only)
Caller ID Blocking (Residential Lines Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Lines Only)
Collect Call Blocking (Residential Lines Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
International Blocking (Residential Lines Only)
Hunting (Business Lines Only)
Preferred Call Forwarding (Business Lines Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Repeat Dialing Blocking (Residential Lines Only)
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900/976 Blocking (Residential Lines Only)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.3 Lingo Basic Plus (Cont'd.)

B. Lingo Long Distance Rates for Lingo Basic Plus:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus:

- (1) Lingo Basic Plus applies to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$50 \times$ Months Remaining (Per Location)

The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Plus bundle, standard rates located in Section 16.13.A of this tariff will apply.

- (3) The availability of certain features is dependent on ILEC feature availability.

- (4) Some features are only available to residential customers.

- (5) Some features are only available to business customers.

- (6) Product may not be available in all CLLIs.

- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus: (Cont'd.)

- (8) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- (9) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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LINGO Comm Dept.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.3 Lingo Basic Plus (Cont'd.)

C. Footnotes for Lingo Basic Plus: (Cont'd.)

- (10) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- (11) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (12) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials

A. Lingo Essentials is equipped with:

Basic Line
Unlimited Features
Hunting (business)
Unlimited Local Intra-LATA Long Distance
200 Minutes of Domestic Inter-LATA Long Distance

1. 200 Minute Long Distance Calling Block for Lingo Essentials:

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials (Cont'd.)

C. Lingo Essentials Inclusive Feature List:

- Anonymous Call Rejection, per line
- Call Block (Business Only)
- Call Forwarding (Business Only)
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Return
- Call Return Blocking (Residential Only)
- Call Selector
- Call Tracing
- Call Waiting
- Caller ID (Business Only)
- Caller ID Blocking (Residential Only)
- Caller ID Deluxe
- Calling number delivery blocking, per line (Business Only)
- Distinctive Ringing Service
- Enhanced Caller ID (Business Only)
- Call Waiting Deluxe (Residential Only)
- Preferred Call Forwarding (Business Only)
- Remote Access – Call Forwarding Variable
- Repeat Dialing
- Selective Class of Call Screening (Business Lines Only)
- Speed Calling
- Third Party Blocking (Residential Lines Only)
- Three-Way Calling
- 900-976 Blocking (Residential Lines Only)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials (Cont'd.)

D. Footnotes for Lingo Essentials:

- (1) Lingo Essentials are available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$100 \times \text{Months Remaining}$

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials (Cont'd.)

D. Footnotes for Lingo Essentials: (Cont'd.)

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Essentials standard rates located in Section 16.13.A of this tariff will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to business customers.
- (5) Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- (6) An additional discounted charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Essentials. There is a maximum of 3 extensions per voicemail box.
- (7) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

Revised

JAN 28 2019

AT&T Comm. Dept.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.5 Lingo Value Line

A. Lingo Value Line is equipped with:

Basic Line)

1. Lingo Long Distance Rates for Lingo Value Line:

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product.

B. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.5 Lingo Value Line

C. Lingo Value Line - Feature List

Additional calling features may be added to the Lingo Basic Line. See Section 16.13.A of this tariff for applicable rates.

Calling Number Delivery Blocking is no charge.

D. Footnotes for Lingo Value Line:

- (1) Lingo Value Line is available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: \$100 x Months Remaining

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Product may not be available in all CLLIs.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials (Cont'd.)

D. Footnotes for Lingo Value Line: (Cont'd.)

- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

- (4) The availability of certain features depends on ILEC feature availability.

- (5) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Value Line. There is a maximum of 3 extensions per voicemail box.

- (6) Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for customers who add a voicemail service to their Lingo Value Line.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.1 Basic Local Business and Residential Services (Cont'd.)

14.1.4 Lingo Essentials (Cont'd.)

D. Footnotes for Lingo Value Line: (Cont'd.)

- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (8) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (10) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.2 PBX Trunk Service

Basic PBX Trunk Service provides a Customer with a single voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic trunks are provided for connection of the Customer-provided Private Branch Exchanges to the Public Switched Telecommunications Network. Each basic PBX trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided basic PBX trunks. The signal is an analog signal at the voice grade level.

PBX Trunk Service provides a Customer with a single voice-grade telephonic communications channel which can be used to place or receive one call a time. Trunks are provided for connection of Customer provided PBXs or other Station Equipment to the Public Switched Telecommunications Network.

PBX Trunks are available to Customers as inward, outward or two-way combination trunks where Services and facilities permit.

14.3 Direct Inward Dialing (DID) Service

Direct Inward Dialing (DID) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific Station without the assistance of an Attendant. DID calls are routed directly to the Station associated with the Called Number. DID Service as offered by the Company provides the necessary trunks, telephone numbers and out-pulsing of digits to enable DID Service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the Customer's responsibility.

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11700 Comm. Dept.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.4 Optional Calling Features

The features listed in this section are offered to Customers either under the Standard Local Service, Enhanced Local Service or as options. For the Option Service Rates see Section 16.4.

Feature Descriptions

- 14.4.1 Call Block allows the End-User to automatically block incoming calls from up to twelve End User pre-selected telephone numbers programmed into the Feature's Screening List. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The End- User controls when the feature is active and can add or remove calling numbers from the Feature's Screening List.
- 14.4.2 Call Forwarding Busy Line - Basic permits the forwarding of incoming calls when the End-User's line is busy. The forwarded number is fixed by the End-User Service Order.
- 14.4.3 Call Forwarding Don't Answer - Basic permits the forwarding of incoming calls when the End-User's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the Service Order.
- 14.4.4 Call Forwarding permits the End-User to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation. The End-User must dial an Activation Code from his/her Exchange Line along with the Forward-to Number, and the Forward-to-Number must answer the call in order to turn the feature on. A separate code is dialed by the End-User to deactivate the feature.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.4 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

14.4.5 Call Forwarding - Remote Access permits the End-User to automatically forward (transfer) all incoming calls to another telephone number and to restore it to normal operation at their discretion. The End-User must dial an Activation Code along with the Forward-to Number to turn the feature on. A separate code is dialed by the End-User to deactivate the feature. Feature Activation may be performed from the End-User's Exchange Line or remotely from some other line. Remote Access requires the End-User to:

- A. dial a special access number
- B. enter their seven-digit telephone number and
- C. enter a personal identification number prior to forwarding their calls.

14.4.6 Call Return allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed.

14.4.7 Call Trace allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given Local Office. The tracing is activated upon entering the Specified Dial Code. The Originating Telephone Number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number. The call can then be identified to appropriate authorities. The Service is rated on a per-call-traced basis.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.4 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

14.4.8 Call Waiting - Basic provides a tone signal to indicate to a Customer already engaged in a telephone call that a Second Caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both Callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting End-User to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a Special Code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

14.4.9 Call Waiting - ID allows the End-User to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

- A. Answer the Waiting Call and placing the First Party on hold;
- B. Answer the Waiting Call and disconnecting from the First Party;
- C. Forward the Waiting Caller to another location (e.g., voice mailbox or telephone answering service); and,
- D. Call Name Delivery

Full use of Call Waiting Deluxe requires specialized Customer Provided Equipment (CPE) not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The End -User must have Caller ID Basic or Deluxe for display of Calling Party Identification Information for waiting calls. The End-User must have a Call Forwarding Don't Answer feature active in order to forward a Waiting Call to another location.

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LINGO Comm. Dept.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.4 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

14.4.10 Caller ID - Basic permits the End-User to view a Directory Number of the Calling Party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each Incoming Call. It is the Customer's responsibility to provide the necessary CPE.

14.4.11 Caller ID - Deluxe permits the End-User to view a Directory Name and Directory Number of the Calling Party on Incoming Telephone Calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the Calling Party's city and state may be displayed rather than a Directory Name, depending on available call data.

14.4.12 Calling Number Delivery Blocking prevents the delivery, display and announcement of the End-User's Directory Number and Directory Name on all calls dialed from an Exchange Service equipped with this option. When active, the End-User's Telephone Name and Number will not appear on the Called Party's Caller ID CPE or be disclosed in another way. The feature is available on a per-call-basis. With per-call Calling Number Delivery Blocking, it is necessary for the End-User to dial an Activation Code prior to placing the call.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.4 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

14.4.13 Personalized Ringing - This feature allows an End User to determine the source of an incoming call from a Personalized Ring. The End User may have up to three additional numbers assigned to a single line (i.e. Personalized Ringing - First Number and Personalized Ringing - Second Number). The Designated Primary Number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the Calling Party dials.

14.4.14 Selective Call Forwarding permits the End-User to automatically forward to another number calls received from up to twelve End-User pre-selected telephone numbers programmed into the feature's Screening List. The End-User controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's Screening List.

14.4.15 Auto Redial permits the End-User to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- A. calls to 800 service numbers
- B. calls to 900 service numbers
- C. calls preceded by an Interexchange Carrier Access Code
- D. International Direct Distance Dialed calls
- E. calls to Directory Assistance calls to 911

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.4 Optional Calling Features (Cont'd.)

Feature Descriptions (Cont'd.)

- 14.4.16 Simultaneous Call Forwarding allows you to call forward multiple calls simultaneously.
- 14.4.17 Speed Calling permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight Code List for residents. Code Lists may include local and toll telephone numbers. The Customer has the ability to add telephone numbers to or remove them from a Speed Calling List without the Company's help.
- 14.4.18 Three-Way Calling permits the End-User to add a Third Party to an established connection. When the Third Party answers, a two-way conversation can be held before adding the Original Party for a Three-Way Conference. The End-User initiating the conference controls the call and may disconnect the Third Party to reestablish the original connection or establish a connection to a different Third Party. The feature may be used on both outgoing and incoming.

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NPSC Comm. Dept.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 – DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.5 ISDN Services

14.5.1 General

- A. Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice and data capability to the Customer Premises, using the public switched network. ISDN distributes voice, data, video, image and facsimile by using either a Basic Rate Interface (BRI) or a Primary Rate Interface (PRI). These serving arrangements conform to international standards adopted by the International Telecommunications Union.
- B. Definitions Specific to ISDN
1. Basic Rate Interface (BRI) consists of one or two B (Bearer) channels and one D (Data) channel on one pair of wires. BRI is offered as Single Line ISDN Service.
 2. B Channel is a facility that carries circuit-switched voice or data communications at speeds up to 64 kbps, from the Customer Premise, over the loop facility, to the Central Office.
 3. B Channel Circuit Switched Data provides the capability of making data calls over the Public Switched Network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit-switched data call ties up network resources for the duration of the call. Calling Line ID is provided.
 4. D Channel carries signaling and packet data information, at speeds up to 16 k/bits on BRI, and signaling-only information up to 64 k/bits for Primary Rate Interface, from the Customer's Premises to the Central Office. The D-channel has both data and signaling functions, but it does not have voice capability.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.1 General (Cont'd.)

B. Definitions Peculiar to ISDN (Cont'd.)

5. D-Channel Packet-Switched Data capability to originate and receive X.25 Data Calls over the D-channel. Multiple Data Calls can be active simultaneously on a single D-channel.
6. ISDN Loop Access Line is the ISDN Basic Rate Interface Loop from the Central Office to the Customer's Premises.
7. Primary Rate Interface is a 1.544 megabits per second (Mbps) Service providing 23 B channels and one D channel. It is also known as 23 B+D access. The B-channels carry User information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling or control information.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

14.5 ISDN Services (Cont'd.)

14.5.2 Terms and Conditions

A. General

1. The Customer is responsible for procuring CPE that is compatible with the ISDN Digital Switch serving the Customer.
2. Single Line ISDN Service includes a 2B-D package. Contained in the Standard Package are numerous voice and data features. The Standard Features and function support two terminals per BRI. Within the Standard Package there is limited flexibility for customization and various Optional Features can be added.
3. The Company shall terminate ISDN Services at the Company Network Interface.

B. Availability

1. Single Line ISDN Service is only available in a Limited Distribution Area determined by the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.2 Terms and Conditions (Cont'd.)

B. Availability (Cont'd.)

2. Single Line ISDN Service may be provided to Customers from a Central Office other than their Normal Serving Office depending on available facilities.
3. Single Line ISDN Service is offered where ISDN compatible facilities and equipment are available. Service is generally considered available for loops 18 kilofeet or less in length. Loops greater than 18 kilofeet in total length must meet ISDN Extension Technology Design Requirements and will be considered available if ISDN compatible Pair Gain Systems are in place or planned to serve the area based on the scheduled placement of compatible Pair Gain Systems. If no Pair Gain System is in place or planned, loops greater than 18 kilofeet in length will also be considered available if Single Line Loop Extension Equipment can be deployed and the loop is within the design limitation of this type of extension equipment. If the loop is greater than 18 kilofeet in length Additional Charges apply to extend the loop's ISDN capability.
4. Some services are not available or compatible with ISDN.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.2 Terms and Conditions (Cont'd.)

C. Local Calling Areas and Telephone Numbers

1. If a Customer is provided Service from a Designated Central Office which is not the Customer's Normal Serving Office, the Local Calling Area for the Customer's Single Line ISDN Service will be that of the Designated ISDN-equipped Central Office.
2. Calling areas are subject to change as additional Central Offices become capable of directly providing Single Line ISDN Services to the Customer's own and nearby Serving Area. Changes to Calling Areas will affect Customer telephone numbers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.3 Basic Rate Interface Offerings

A. Single Line ISDN Service

Single Line ISDN Service is compatible with national ISDN and includes circuit-switched voice, circuit-switched data and packet function. Rates are offered for Data Applications and for Home Office or Small Business use. The Minimum Service Period is one month.

B. Standard Features

Both voice and data features are offered. Because of CPE, some of the features offered may function differently, may not be available or may be required to be offered via an Access Code. The Standard Features and functions are as follows:

1. 2B+D Channels on U interface
2. 56/64/112/128 Kbps Dialed Data
3. Simultaneous Voice and Data Calling
4. Touchtone Pass-through
5. Separate Signaling Channel

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.3 Basic Rate Interface Offerings (Cont'd.)

C. Optional Features

1. CSV/CSD

Single Line ISDN may be equipped for Circuit Switched Voice/Circuit Switched Data (CSV/CSD) on one or both the B Channels to enable the Customer to access the Public Switched Telephone Network. CSV/CSD Monthly Recurring Charges apply on a per channel basis, in addition to Usage Charges.

2. Packet Switching

The B Channels may be equipped for Permanent or Demand-based Packet Switching. In addition, the D Channel may be equipped for Packet Switching. The Customer will be responsible for charges to their Packet Directory. Packet Switching Monthly Recurring Charges apply on a per channel basis.

3. Calling Features

Certain calling features are available to Single Line ISDN Customers with one or more B Channels equipped for CSV/CSD. Features listed in Section 16.4 of this tariff may be ordered in conjunction with ISDN Service, where available and compatible with the characteristics of the Service.

4. Link Extensions

Single Line ISDN Service may be offered to Customers not served by a compatible ISDN Office through Link Extensions. Link Extension Facilities and Equipment Charges apply. In addition, the Customer is responsible for all charges which are imposed by another Local Exchange Company providing any part of the Service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.4 Primary Rate Interface

A. General

The Primary Rate Interface (PRI) structure consists of 23 B Channels and one D Channel, for a total transmission rate of 1.544 Mbps, the equivalent of one DS1 line. Each 64 Kbps B Channel carries User information such as voice calls, Circuit Switched Data or Video. The D Channel is a 64 Kbps Channel used for Signaling Information.

Circuit Switched Data PRI consists of 23 B plus one D Channel, also equivalent to a DS1 line. The Customer may use CPE to bond 64 Kbps B Channels for transmission of Circuit Switched Data or Video.

Each PRI consists of a DS1 line and a PRI Service Configuration described below. Loop Diversity and avoidance, and Foreign Exchange Services are available under the Special Construction Provisions of this tariff.

DID may be provided with PRI. A DID Trunk Termination is required for each inward or two-way B Channel in a PRI.

B. Service Configurations

23B + D provides 23 B Channels and one D Channel. The B Channels carry voice, Circuit Switched Data or Video. The D Channel handles signaling. A single D Channel can control a maximum of 479 B Channels (requires Non-facility Associated Signaling). The B Channels may be provided on the same facility as the D Channel or on other PRI T1 facilities.

24B provides 24 B Channels.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.5 ISDN Services (Cont'd.)

14.5.4 Primary Rate Interface (Cont'd.)

C. Network Connections

Circuit Switched Data Connection is a Central Office Translation that provides 23 or 24 B Channels on a PRI T1 facility. All B Channels are arranged for two-way operation and access to the Exchange Network. Incoming calls are restricted to Circuit Switched Data or Video.

ISDN Trunk Connection is a Central Office Translation that provides a B Channel on a PRI. The connection allows access to the Exchange Network. One ISDN Trunk Connection is required for each B Channel used in a PRI. Trunk Connections may be configured on a call-by-call or dedicated basis. Call-by-call consists of B Channels configured for inward and outward calls pre-determined by the Customer's traffic. Dedicated means that each B channel is dedicated for inward, outward or two-way traffic.

D. Standard Features

Circuit Switched Data allows the transmission of Circuit Switched Data on a Voice Channel.

Direct Inward/Outward Dialing allows the Station Users to place or receive calls bypassing the Attendant.

E. Optional Features

DCA Interface - Dynamic Channel Allocation allows a Customer to designate the quantity of call types to be allocated for Direct Inward or Outward Calling. This feature is also known as Call-by-Call Service Selection.

Non-Facility Associated Signaling (NFAS) provides the ability to control multiple PRI spans from a single D Channel and adds the capability for a protection D Channel.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.6 Centrex Service

Centrex Service is a Central Office-based PBX Service offered to Business Customers. Centrex configurations are offered on an Individual Case Basis, subject to the availability of equipment and facilities necessary to provision the Service on a continuing and economically feasible basis.

14.6.1 Feature Descriptions

Standard Centrex includes the following features:

- A. Attendant Capabilities - provides an Attendant Position for answering and directing calls throughout the Customer's System.
- B. Direct Inward Dialing - each Station is associated with an Assigned Telephone Number so that inward calls do not need to route through an Attendant.
- C. Flexible Night Service - allows the Centrex Customer to specify Stations which will ring directly in response to Outside Calls when the system is set in Night Mode.
- D. Free calling within the system.
- E. SMDR - Station Message Detail Recording - provides a printout of call details associated with Station Lines and Trunks in each System.
- F. Station Restrictions - the System Administrator is provided with the ability to determine the scope of calling privileges applicable to Individual Stations within the System.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.6 Centrex Service

Centrex Service is a Central Office-based PBX Service offered to Business Customers. Centrex configurations are offered on an Individual Case Basis, subject to the availability of equipment and facilities necessary to provision the Service on a continuing and economically feasible basis.

14.6.1 Feature Descriptions (Cont'd.)

Standard Centrex includes the following features: (Cont'd.)

- G. Auto Recall (Intra-group) - enables the Station User to automatically redial the last Outing Line dialed. When the Recalled Number is busy, the System will make repeated attempts to establish a connection for a specified period of time and will notify the Call Originator when a connection is established.
- II. Call Forwarding Busy - automatically forwards Incoming Calls to a Preselected Telephone Number when the Station Line is busy.
- I. Individually assigned telephone numbers.
- J. Call Forwarding Don't Answer - automatically forwards Incoming Calls to a Preselected telephone Number when the Station Line does not answer.
- K. Call Forwarding Variable - forwards Incoming Calls to a Telephone Number automatically after a Station User has invoked the feature.
- L. Call Pickup - allows a Station User to answer any call within an Associated Preset Pickup Group.
- M. Call Transfer - allows a Station User to transfer any established call to another Station or Outside Line.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.6 Centrex Service (Cont'd.)

14.6.1 Feature Descriptions (Cont'd.)

Station Features available to all stations: (Cont'd.)

- N. Hunting - provides hunting to an Idle Station within a Prearranged Group, completing the call to the first Idle Station encountered.
- O. Remote Activation of Call Forwarding - allows the Station User to activate or deactivate Call Forwarding associated with a Station Line from outside of the System.
- P. Speed Calling (Customer Changeable) - allows the Station User to program abbreviated dialing for a list of telephone numbers.
- Q. Three-Way Calling - allows a Station User to add a Third Party to any established call for a Three-Party Conference, without the assistance of the Attendant.
- R. Touchtone Dialing - all Stations are equipped for touchtone dialing.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.6 Centrex Service (Cont'd.)

14.6.1 Feature Descriptions (Cont'd.)

Optional Bundle features include:

Automatic Call Back - Outside - enables the Station User to automatically redial the telephone number of the most recent Incoming Call or Attempted Incoming Call. The System will make repeated attempts to place the call for a specified period of time if the most recent telephone number is busy.

Automatic Recall - Outside - allows the Station User to automatically redial the last Outgoing Telephone Number dialed. When the Recalled Telephone Number is busy, the System will make repeated attempts for a specified period of time to establish the call.

Caller ID - Outside - utilizes network capabilities to transmit the telephone number associated with an incoming call to the Called Party's Station. The Station must be equipped with compatible Caller ID equipment to display the number.

14.6.2 Application of Rates and Charges

The Rates and Charges as specified in Section 16.6 of this tariff. In addition, All Other Applicable Charges and Surcharges Apply.

14.6.3 Private Line Services

Voice Grade circuits are provided with a bandwidth of 300-3000 Hz designed to meet certain specifications based on Company standards of measurement for voice transmission, data transmission, remote metering, telephoto and miscellaneous signaling purposes. Such identification is not intended to limit a customer's use of the circuits nor to imply that the circuit is limited to a particular use. These circuits are not suitable for the transmission of direct current pulses. The number of stations that may be connected and the distance over which transmission is possible may be limited by operating and transmission factors. Circuits are furnished as either two-wire or four-wire on a two-point or multi-point basis.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.7 Directory Assistance and Listing Services

14.7.1 Directory Assistance

Provides for identification of telephone Directory Numbers, via an Operator or Automated Platform.

14.7.2 Directory Listing Services

For each Customer of Company-provided Exchange Service, the Company shall list the Customer's Main Billing Telephone Number in the directory published by the Dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

A Standard Listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance Records. Only information necessary to identify the Customer is included in these listings. The Company may use abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as company, shop, agency, works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name. A name may be repeated in the White Pages only when only when a different address or telephone number is used.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.7 Directory Assistance and Listing Services (Cont'd.)

14.7.2 Directory Listing Services (Cont'd.)

A. Non-Published Service

1. This Optional Service provides for suppression of Printed and Recorded Directory Listings. A Customer's name and number does not appear in printed directories or Directory Assistance Bureau records.
2. This service is subject to the Rules and Regulations for E911 Service where applicable.
3. The Company will complete calls to a Non-published Number only when the Caller dials direct or gives the Operator the number. No exceptions will be made, even if the Caller says it is an Emergency.
4. When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-published Service.
5. The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Nonpublished Service or the disclosing of said number to any person.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.7 Directory Assistance and Listing Services (Cont'd.)

14.7.2 Directory Listing Services (Cont'd.)

B. Non-Listed Service

1. This Optional Service provides for suppression of Printed Directory Listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.
2. This Service is subject to the Rules and Regulations for E911 Service where applicable.
3. The Company will complete calls to a Non-listed Number.
4. When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a Non-listed Number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-listed Service.
5. The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Non-listed Service or the disclosing of said number to any person.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.8 Operator Services

Provides for live or automated Operator Treatment when a Customer dials "0." Operator Services can be used to help the Customer route or bill a call. Billing options include, but are not limited to, bill to Originating Telephone Number, Calling Card, Collect or to a Third Party.

14.8.1 Operator Service Call Types

- A. Customer Dialed Calling/Credit Card Call charge applies in addition to Local Usage Charges for Station-to-Station Calls billed to an Authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
- B. Operator Dialed Calling/Credit Card Call charge applies in addition to Local Usage Charges for Station-to-Station Calls billed to an Authorized Calling Card or Commercial Credit Card and the Operator dials the Destination Telephone Number at the request of the Customer.
- C. Non-Automated - Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.
- D. Semi-Automated - Where the person originating the call dials zero or a special access number (e.g. an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.8 Operator Services

Provides for live or automated Operator Treatment when a Customer dials "0." Operator Services can be used to help the Customer route or bill a call. Billing options include, but are not limited to, bill to Originating Telephone Number, Calling Card, Collect or to a Third Party.

14.8.1 Operator Service Call Types (Cont'd.)

- E. Fully Automated - Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.
- F. Collect Call - Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone, which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be re-originated from the called service point.
- G. Sent-Paid - Denotes a billing arrangement whereby a call is charged to the service point originating the call.
- H. Two-Point Service, Person-to-Person - That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.
- I. Two-Point Service, Station-to-Station - That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.9 Presubscription Services

Carrier Presubscription is a procedure where a Customer designates the carrier which the Customer wants to use for intraLATA and interLATA toll calls, where available. Such calls are automatically directed to the Designated Carrier without the need to dial Carrier Access Codes or additional dialing to direct the call to the Designated Carrier. Presubscription does not prevent a Customer who has presubscribed to an intraLATA or interLATA Toll Carrier from using Carrier Access Codes or additional dialing to direct calls to an Alternative Long Distance Carrier on per-call basis.

14.9.1 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for Long Distance Presubscription are offered where available. Availability may be limited based on the capabilities of the Customer's Serving Central Office:

- Option A: Customer selects the Company as the Presubscribed Carrier for IntraLATA and InterLATA Toll Calls subject to presubscription.
- Option B: Customer may select the Company as the Presubscribed Carrier for IntraLATA calls subject to Presubscription and some Other Carrier as the Presubscribed Carrier for interLATA Toll Calls subject to Presubscription.
- Option C: Customer may select a Carrier other than the Company for intraLATA Toll Calls subject to Presubscription and the Company for interLATA Toll Calls subject to Presubscription.
- Option D: Customer may select a Carrier other than the Company for both intraLATA and interLATA Toll Calls subject to Presubscription.
- Option E: Customer may select two different Carriers, neither being the Company for intraLATA and interLATA Toll Calls. One Carrier to be the Customers' Primary intraLATA Interexchange Carrier. The other Carrier to be the Customer's Primary interLATA Interexchange Carrier.
- Option F: Customer may select no Presubscribed Carrier for intraLATA Toll Calls, which will require the Customer to dial a Carrier Access Code to route all intraLATA Toll Calls to the Carrier of Choice for each call.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.9 Presubscription Services (Cont'd.)

14.9.2 Rules and Regulations

Customers will retain their Primary Interexchange Carrier until they request that their Dialing Arrangements be changed.

Customers may select either Options A, B, C, D or E for intraLATA Presubscription. Option F allows the Customer to decline to choose an intraLATA Carrier.

Customers may change their Selected Option or Presubscribed Toll Carrier at any time subject to charges specified in Section 15.1.

14.9.3 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA Toll Carriers at the time the Customer places an Order for Local Exchange Service. The Company will process the Customer's Order for Service. All new Customer's initial requests for intraLATA Toll Service Presubscription will be provided free of charge.

If a new Customer is unable to select at the time it places an Order for Local Exchange Service, the Company will direct the Customer to the local telephone directory to select a Carrier. Until the Customer informs the Company of its choice of Primary Toll Carrier, the Customer will not have access to Long Distance Services on a Presubscribed Basis, and will be required to dial a Carrier Access Code to route all toll calls.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.10 Miscellaneous Services

14.10.1 Restrict Services

These Services provide the option of Blocking, or subsequent Unblocking, all 900/976, Toll and Bill Number Screening Calls on a per-line basis. The Company will provide for Per-Line Blocking where the Company's Switching Facilities permit.

14.10.2 Hunting Line Service

This Service is used to establish Hunting Arrangements between two or more of a Customer's Local Exchange Service Access Lines. Customers may choose from one of the following hunt group arrangements:

- A. Series Hunting - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.
- B. Circular Hunting - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered the hunting will continue until it reaches the access line that was originally called.
- C. Preferential Hunting - Individual access lines in an access line hunt group may have any associated Preferential Hunt List. This Hunt List specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

Refer to Section 16.10.2 for Hunting Line Service pricing.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.11 Custom Choice

Custom Choice is a service package selection that includes one (1) flat-rate residential access line configured with the following vertical features: Call Forwarding, Call Forward (Busy Line, Don't Answer and Variable), Call Rejection, Call Waiting, Call Waiting-Caller ID, Caller ID Name and Number, Continuous Redial, Custom Ringing (also known as Personalized Ring), Last Call Return, Priority Call, Select Call Forward, Speed Calling, and Three-Way Calling. Pricing is per line with a discount offered on additional Custom Choice lines on the same billing account. Caller ID requires Customer-provided additional equipment. Refer to Section 16.11 for Custom Choice Service Rates.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services

14.12.1 Rules and Regulations

- A. Service for Payphone Service Provider ("PSP") Telephones is an exchange line service provided at the request of the subscriber for telecommunications use.
- B. Service is provided for use with PSP telephones.
- C. The carriage and completion of all local dialed calls including operator service functions are provided by the Company.
- D. Service is provided subject to the condition that telephone messages (local and long distance) placed from stations that are accessible to the public are completed over PSP lines (or other Public or Semipublic lines). Where service is furnished, any type or grade of residence or business service offered regularly at that location may be furnished in addition, provided such residence or business service is confined to locations solely for use by the particular establishment.
- E. Service may not be attached to other types of access lines. A subscriber must order a separate PSP Access line for each PSP telephone installed and will be billed the tariff rate for each line.
- F. Service may only be provided as Two-Way service, except lines placed in correctional institutions, schools, hospitals and other locations for which a specific exemption has been granted by the Public Service Commission. There will be no charge imposed for incoming calls.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

- G. For customers subscribing to Caller ID - Deluxe, if the incoming call originates from a customer provided public telephone, the name information transmitted will always be "Pay Phone".
- H. The PSP shall be responsible for the installation, operation and maintenance of any PSP instruments used in connection with this service.
- I. The PSP shall be responsible for payment of a nonrecurring charge as specified in this tariff for each visit by the Company or its agent to the customer's premises solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.
- J. PSP telephones must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as regulatory requirements of the New York Public Service Commission. The telephones must have the following operational characteristics:
 - 1. Must be lighted during the hours of darkness when light from other sources is not adequate to read instructions and use the payphone.
 - 2. Must be able to access 911 Emergency Service, where available, at no charge to the calling party. Where 911 is not available, must be able to access the "Operator", at no charge to the calling party. The appropriate emergency number (Operator, 911) must be clearly posted at each PSP location.
 - 3. Must be equipped to return the coins to the caller in the case of an incomplete call, except messages to a Feature Group A access number.
 - 4. Must provide free access to dial-tone and toll free numbers (e.g., 800, 877, and 888).

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

J. (Cont'd.)

- 5. Must complete calls to local and long distance directory assistance.
- 6. Must provide free access to the responsible party for repairs or refunds. The Company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.
- 7. Must be equipped with a legible sign, card, or plate of reasonable permanence that shall identify the following:

The telephone number and location address of the payphone station, name and certificate number of the certificate holder, the party responsible for repairs and refunds, address of responsible party, free phone number of responsible party, clear dialing instructions (including notice of the lack of availability of local or toll services) and the local coin rate.

For those payphone stations that will terminate conversation after a minimum elapse of time, notice shall be included on the sign card as well as an audible announcement 30 seconds prior to termination of the phone call.

- 8. Each payphone station that provides access to any interexchange company must provide coin free access to all locally available interexchange companies (except for Feature Group A access). The payphone station shall provide such access through the forms of access purchased by locally available long distance carries such as 10XXX+0, 10XXXX+0, 101XXXX+0, toll free (e.g., 800, 877, and 888) access.

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SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

J. (Cont'd.)

9. May have a maximum of one non-dialable extension per station access line. This extension must be within the same premises as the main station and may be a maximum of 35 feet from the main station or have a privacy feature to disable the extension when the main station is in use.
10. No sales solicitation shall be allowed during the interval between the last digit dialed by the end user and connection with the interexchange carrier.
11. All 0- calls shall be routed to a telecommunications company that is authorized by the Commission to handle 0- calls. All other calls, including operator service calls, may be routed to the PSP's carrier of choice, unless the end user dials the appropriate access code for their carrier of choice, i.e., 950, 10XXX, 10XXXX, 101XXXX, and toll free access (e.g., 800, 877, and 888).

K. Each payphone station:

1. Must allow incoming calls to be received at all times, with the exception of those locations at hospitals, schools and locations specifically exempted by the Commission. There shall be no charge for receiving incoming calls.
2. A PSP may petition the Commission for an exception from the incoming call requirement for a period that shall not exceed two years from the effective date of the Order granting the exemption. Where incoming calls are not received, central office based intercept shall be provided at no charge to the end user and a written notice shall be prominently displayed on the payphone directly above or below the telephone which states: "Incoming calls blocked at request of law enforcement."
3. Must be connected to an individual access line.
4. Must permit outgoing calls to be placed at all times. Each pay telephone service company shall make all reasonable efforts to minimize the extent and duration of interruptions of service. Service repair programs should have as their objective the restoration of service on the same day that the interruption is reported to the company (Sundays and holidays excluded).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

- L. Telephone Directories (current white page directory for the local calling area and a reasonably current yellow page directory that is appropriate for the calling area of the payphone station) shall be maintained at each payphone station.
 - 1. Where there is a single payphone station, a directory shall be maintained at each station.
 - 2. Where there are two or more payphone stations located in a group, a directory for the entire local calling area shall be maintained at every other station. However, where telephone pay stations are fully enclosed, a directory shall be maintained at each payphone station.
 - 3. Payphone stations that provide local directory assistance at no charge are exempt from the provision of this rule. A notice must appear on the placard if local directory assistance at no charge is being provided.
- M. Normal maintenance and coin collection activity shall include a review of the cleanliness of each payphone station.
- N. Each payphone station must comply with rules of the American National Standards Institute, Inc, relative to physical handicap accessibility.
- O. Each pay telephone station shall permit end users to input unlimited digits for the duration of the call.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

P. Toll Fraud Liability

1. A company providing interexchange telecommunications services or local exchange telecommunications services shall not collect from a PSP for:
 - a. Charges billed to a line for calls which originates from that line through the use of access codes such as 10XXX, 10XXXX, 101XXXX, 950, and toll free (e.g. 800, 877, 888) access codes, or when the call originating from that line otherwise reached an operator position, if the originating line is subscribed to outgoing call screening and the call was placed after the effective date (the date after the call screening order was placed and associated charges apply) of the outgoing screening order;
 - b. Charges for collect or third number billed calls, if the line to which the call was billed was subscribed to incoming call screening and the call was placed after the effective date of the incoming call screening order. Any call billed through the provider of local exchange telecommunications services or directly by an interexchange company, or through a billing agent, which have been identified as not collectible as described above, must be removed from any PSP's bill after the PSP gives notice of the fraudulent charges to the billing party. Pay telephone providers shall give such notice to the provider of local exchange telecommunications services and the interexchange company in writing no later than the due date of the bill.
 - c. The provider of local exchange telecommunications services is responsible for charges described in a. above that are associated with the failure of the provider of local exchange telecommunications services' screening services.
 - d. The interexchange company is responsible for charges described in P.1.a. above that are associated with the failure to properly validate calls via the appropriate provider of local exchange telecommunications services' database.
 - e. Any charges accrued to a line when the subscriber has subscribed to the provider of local exchange telecommunications services to screen calls described in P.1.a. above shall not be the basis for discontinuance of local and intrastate service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

- Q. Providers serving confinement facilities shall provide for completion of all inmate calls allowed by the confinement facility.
- R. Pay telephones stations located in confinement facilities shall be exempt from the preceding requirements except that outgoing local and long distance calls may not be terminated until after a minimum elapsed time of ten minutes. Audible and written disconnect notifications shall apply, and one access line shall not be connected to more than three pay telephone stations.
- S. Proof of all necessary certifications must be furnished to the Company by the subscriber prior to service being furnished.
- T. The subscriber is responsible for meeting all federal, state and local statutes with respect to provision of PSP telephones in accordance with all hearing impaired and handicapped person requirements.
- U. Violations of Regulations
 - 1. Where any PSP telephone is used and/or connected in violation of this tariff, the Company will promptly notify the customer of the violation.
 - 2. Violations of the tariff, Commission rules pertaining to public telephone service or certification requirements will subject subscribers of service to suspension and/or termination of service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 14.0 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (CONT'D.)

14.12 Payphone Service Provider Services (Cont'd.)

14.12.1 Rules and Regulations (Cont'd.)

V. Service Features

Zone Sensitive Rate for PSP

Central Office Blocking with Operator Screening for Flat Rate Service. Subscribers to this service are required to take one of the following options where facilities are available to provide such service.

1. Two-Way Service:

- a. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.
- b. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.
- c. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 15.0 - SERVICE CHARGES AND SURCHARGES

15.1 Service Order, Change Charges and Conversion Charges

All Services offered in this tariff are subject to Service Order and Change Charges when the Customer requests New Services or Changes in Existing Services. Nonrecurring Charges apply to the following: Processing Service Orders for New Service, Changes to the Customer's Primary Interexchange Carrier (PIC) Code, Conversion Charges and Expedited Service Requests.

15.1.1 Service Ordering Charge

| | Business & Residential Service Order Charges <u>Nonrecurring Charges (1)</u> |
|--|--|
| PIC change, per Primary Line, Trunk or Port Change Charges* | \$5.00 ICB |
| <i>*Charges vary depending on custom arrangement requested by the Customer</i> | |
| Service Order Charge for Install/Change of Basic Features, Directory Listings and PAV Codes | \$10.00 |
| Service Order Charge – Basic or Complex Lines/Features | \$30.00 |
| **Basic Line Connection Charge for New Installations (per Line) | \$30.00 |
| ***Complex Line Connection Charge for New Installations (per Line) | Existing NRC |
| Complex Feature Installation Charge (per Feature) | Existing NRC |
| Complex Feature Change (Analog Trunk, Telebranch, Market Expansion Line, BRI, Centrex) | \$5.00 |
| Complex Feature Change Charge (PRI, T-1 Trunks, Private Lines) | \$50.00 |

**Basic Lines are Residential or Business Local Exchange Lines served with dial tone;

***Complex Lines are Trunks, ISDN, Centrex, Telebranch, Market Expansion Lines, and Private Lines;

1) Service Order Charge applies on all requests. For multiple request types, only the highest Service Order Charge is applied.
There are unlimited Moves, Adds or Changes allowed per Service Order Charge.

2) Line Connection Charge applies per new line installed and is in addition to Service Order Charge.

3) Complex Features Change Charge is per feature and is applied in addition to Service Order Charge.

NOTE: Measured Services have been discontinued and are only available to existing Customers as of the Effective Date of this First Revised Page No. 81 at the same location in which such Measured Services are currently provided.

(1) Effective June 17, 2004, these charges are no longer available to new subscribers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 15.0 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

15.1 Service Order, Change Charges and Conversion Charges (Cont'd.)

15.1.2 Service Ordering Charge (Cont'd.)

| | Business Service Order Charges <u>Nonrecurring Charges (2)</u> |
|--|--|
| Custom work order | (1) |
| Complex Service Charge | \$45.00 |
| Establish dual service – Basic Line | \$40.00 |
| Establish dual service – Basic Trunk | \$48.00 |
| Expedited service charge | \$17.00 |
| Invoice change | \$10.00 |
| Move, per line | \$45.00 |
| Installation of new line (1) | \$45.00 |
| Transfer of service | \$10.00 |
| Service change, all other, per line | \$10.00 |
| Telephone number change | \$10.00 |
| Telephone number search, 1 st 20 free, etc. | \$10.00 |

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- (1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing accounts.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 15.0 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

15.2 Customer Line Charge (CLC)

A Customer Line Charge (CLC) is assessed on all business and residential local lines. The charge reimburses the Company for ILEC Subscriber Line Charges and other expenditures associated with the provision of the telephone infrastructure that enables end users to make and receive interstate long distance calls.

| | Qwest <u>Monthly Rate</u> | Rate Groups |
|--|------------------------------|-------------|
| Single Line, Primary Residential Service (1) | \$6.00 | |
| Non-Primary Residential Line (1) | \$7.00 | |
| Each Additional Residential Line (1) | \$7.00 | |
| Single Line, Business Service (per line) (1) | \$6.00 | |
| Single Line, Business Service (per line) (2) | \$5.25 | |
| Non-Primary Business Line or Trunk, each (1) | \$7.72 | |
| Multi-line Business Line or Trunk, each – including 1 st line (1) | \$7.72 | |

15.3 Expanded Toll Free Service (EAS) Charges (1)

EAS Monthly Rates apply, by EAS Group, to flat-rated Service in Exchanges listed in Section 13.

| EAS <u>Group</u> | <u>MONTHLY RATE</u> | |
|---------------------|---------------------|-----------------|
| | <u>Residence</u> | <u>Business</u> |
| 1 | \$0.50 | \$1.00 |
| 2 | \$0.75 | \$1.50 |
| 3 | \$1.00 | \$2.00 |
| 4 | \$1.50 | \$3.00 |
| 5 | \$1.30 | \$1.80 |
| 6 | \$2.30 | \$3.00 |

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- (1) Effective June 17, 2004, these charges are no longer available to new subscribers.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing account.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 15.0 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

15.4 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's Premises to perform work necessary for installing new Service, making changes in Service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer Premises and end when work is completed. The Rates for Maintenance of Service vary by time per Customer request.

In addition to the Maintenance of Service Charge, the Customer shall be responsible for the payment of all time and materials charges incurred during the repair visit.

Business Customers:

| | <u>Nonrecurring Charge</u> |
|--|----------------------------|
| 15.4.0 Trip Charge / No Trouble Found | \$100.00 |
| 15.4.1 Initial premises Work Charge, applies for the first hour or fraction thereof | \$100.00 |
| 15.4.2 Additional Premises Work Charge, applies for each additional 15 minutes or fraction thereof | \$25.00 |
| 15.4.3 Materials | ICB |
| 15.4.4 After Hours (time and materials) (1) | \$100.00 |

Residential Customers:

| | <u>Nonrecurring Charge</u> |
|--|----------------------------|
| 15.4.0 Trip Charge / No Trouble Found | \$100.00 |
| 15.4.1 Initial premises Work Charge, applies for the first hour or fraction thereof | \$100.00 |
| 15.4.2 Additional Premises Work Charge, applies for each additional 15 minutes or fraction thereof | \$22.00 |
| 15.4.3 Materials | ICB |
| 15.4.4 After Hours (time and materials)(1) | \$100.00 |

(1) This charge is billed per instance and is in addition to the standard charges. This is for Business and Residential customers serviced outside of normal business hours.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES

16.1 Basic Local Business and Residential Services

16.1.1 Standard Local Service

In addition to the charges listed in Section 15 of this tariff the Customer is responsible for Nonrecurring and Monthly Recurring Charges.

Recurring Charges for Standard Local Service are billed monthly in advance. Nonrecurring Charges for installation or rearrangement of Service are billed on the next month's bill immediately following work performed by the Company. The applicable Local Exchanges are described in Section 13 of this tariff.

A. Grandfathering Rates

Existing Customers will be Grandfathered as of the Effective Date of this original filing of Nebraska P.S.C Tariff No. 2.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services

16.1.1 Standard Local Service (Cont'd.)

B. Business Customer Pricing

The following discounts based on monthly volume, term commitment shall be offered to all similarly situated Customers.

1. Business Customer Rates

a. Monthly Recurring Rates

Business Customers who sign a minimum one ("1") year term Agreement and prescribe to Lingo intraLATA and interLATA Long Distance Services will receive a twenty percent (20%) discount off the Basic Line Prices stated in this Section. In addition, Customers will receive a ten percent (10%) discount off the Optional Calling Features stated in this Section.

Business Customers who do not accept the minimum one ("1") year term Agreement, will instead receive a ten percent (10%) discount off the Basic Line and Optional Calling Features stated in this Section.

b. Discounts apply to the Monthly Recurring Rates.

c. Nonrecurring Charges

Business Customers who sign a minimum one ("1") year term Agreement are eligible to have applicable Nonrecurring Charges, listed in Section 15 and this Section waived.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd)

16.1.1 Standard Local Service (Cont'd.)

2. Nonrecurring Charge: See Section 15

C. Flat Rate Service

Monthly Recurring Rate

| | Base Rate | Outside Base Rate Area | | | |
|----------------------------------|---------------|------------------------|---------|-----------------|--------|
| | | Area | Zone A | Zone B | Zone C |
| | | | | | |
| 1. Business** | | | | | |
| Qwest Territory/One-Party (1)(3) | \$37.55 | \$38.80 | \$40.80 | \$43.30 | |
| | Exchanges EAS | EAS | EAS | EAS without EAS | |
| | Group 3 | Group 4 | Group 5 | Group 6 | |
| | \$29.00 | \$40.00 | \$29.00 | \$29.00 | |
| 2. Residence** (1)(3) | | | | | |
| Qwest Territory/Primary Line | \$20.00 | \$20.00 | \$21.00 | \$22.00 | |

Pursuant to Commission Order in Application #C-3098, Lingo will no longer offer Citizen's resale telecommunications services in Nebraska.

**Hunting Line Services available for an additional charge. Refer to Section 16.10.2

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd)

16.1.1 Standard Local Service (Cont'd.)

C. Flat Rate Service (Cont'd.)

3. Market Expansion Line(3)

An inward only calling arrangement whereby all incoming calls are automatically routed to another Customer-selected telephone number in the local calling area or a distant exchange.

All Rate Groups: Monthly Recurring Charge \$16.00 Non-Recurring Charge \$34.00 (1)

All Rate Groups: Monthly Recurring Charge \$25.00 Non-Recurring Charge \$34.00 (2)

- (1) Effective June 17, 2004 these services are no longer available to new subscribers.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing account.
- (3) Effective September 7, 2010, this product will be billed as Lingo Value Line.
- (4) Effective September 7, 2010, this product will be billed as Lingo Basic Line.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd)

16.1.1 Standard Local Service (Cont'd.)

D. Payphone Service Provider (PSP) Services

1. Payphone services are equipped with:

- Payphone Line
- Free Non-Published Listing
- Free 900/976 Block
- Free International Direct Dial Block
- Unlimited Local Intra-LATA Long Distance

2. Rates

The monthly recurring charge for this service is \$54.30.

3. American Fiber Network (AFN) and Close Call America (CCA) Payphone Service Provider (PSP) Services

The following products of AFN or CCA have been grandfathered and will be billed as "Payphone."

| | |
|--|-------------------------|
| Coin Line Flat Rate | Payphone Access Service |
| Coinless Payphone Access - Outward Only | Smart PAL |
| Coinless Payphone Access - Outbound Only | Smart Payphone |
| Interra Payphone Access Service | Smart Public |
| Interra Payphone Line Rate | PAL Message Rate |
| Payphone Access Line | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services

16.1.2 Lingo Basic Line:

A. Rates and Charges

1. Monthly Recurring Charges

a. Residential

| Lingo Basic Line 12 Months | Lingo Basic Line 24 Months | Lingo Basic Line 36 Months |
|----------------------------|----------------------------|----------------------------|
| \$47.95 | \$47.95 | \$47.95 |

b. Business

| CLLI | Lingo Basic Line 12 Months | Lingo Basic Line 24 Months | Lingo Basic Line 36 Months |
|----------|----------------------------|----------------------------|----------------------------|
| ALNCNENW | \$135.95 | \$131.95 | \$127.95 |
| ANWONENW | \$135.95 | \$131.95 | \$127.95 |
| ATLNNENW | \$135.95 | \$131.95 | \$127.95 |
| ATSNENW | \$135.95 | \$131.95 | \$127.95 |
| AXTLNENW | \$135.95 | \$131.95 | \$127.95 |
| BGSPNENW | \$135.95 | \$131.95 | \$127.95 |
| BGTNNECO | \$76.95 | \$74.95 | \$71.95 |
| BRKBNENW | \$135.95 | \$131.95 | \$127.95 |
| BRPTNENW | \$135.95 | \$131.95 | \$127.95 |
| CAIRNENW | \$135.95 | \$131.95 | \$127.95 |
| CHDRNENW | \$76.95 | \$74.95 | \$71.95 |
| CKSNNEUW | \$135.95 | \$131.95 | \$127.95 |
| CNCYNENW | \$76.95 | \$74.95 | \$71.95 |
| CRFRNENW | \$135.95 | \$131.95 | \$127.95 |
| ELKHENW | \$48.95 | \$47.95 | \$46.95 |
| ELWDNENW | \$135.95 | \$131.95 | \$127.95 |
| EMCKNENW | \$135.95 | \$131.95 | \$127.95 |
| EMSNNENW | \$135.95 | \$131.95 | \$127.95 |
| FRMTNENW | \$48.95 | \$47.95 | \$46.95 |
| FRWLNENW | \$135.95 | \$131.95 | \$127.95 |
| FUTNNENW | \$135.95 | \$131.95 | \$127.95 |

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 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.2 Lingo Basic Line: (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

b. Business (Cont'd.)

| CLLI | Lingo Basic Line 12 Months | Lingo Basic Line 24 Months | Lingo Basic Line 36 Months |
|-----------|-------------------------------|-------------------------------|-------------------------------|
| GDISNENW | \$48.95 | \$47.95 | \$46.95 |
| GRETNENW | \$76.95 | \$74.95 | \$71.95 |
| ILLDGNENW | \$135.95 | \$131.95 | \$127.95 |
| HMPHNENW | \$76.95 | \$74.95 | \$71.95 |
| HOMRNENW | \$135.95 | \$131.95 | \$127.95 |
| HRSNNENW | \$135.95 | \$131.95 | \$127.95 |
| HWLSNENW | \$135.95 | \$131.95 | \$127.95 |
| LARLNENW | \$135.95 | \$131.95 | \$127.95 |
| LPCYNENW | \$135.95 | \$131.95 | \$127.95 |
| LXTNNENW | \$135.95 | \$131.95 | \$127.95 |
| LYNSNENW | \$76.95 | \$74.95 | \$71.95 |
| MCCKNENW | \$135.95 | \$131.95 | \$127.95 |
| MINDNENW | \$76.95 | \$74.95 | \$71.95 |
| NPLTNENW | \$76.95 | \$74.95 | \$71.95 |
| NRFLNENW | \$48.95 | \$47.95 | \$46.95 |
| OGLLNENW | \$48.95 | \$47.95 | \$46.95 |
| OKLDNEUW | \$76.95 | \$74.95 | \$71.95 |
| OMAHNE78 | \$135.95 | \$131.95 | \$127.95 |
| OMAHNE84 | \$48.95 | \$47.95 | \$46.95 |
| OMAHNE90 | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEBE | \$48.95 | \$47.95 | \$46.95 |
| OMAHNECE | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEFO | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEFW | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEHA | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEHZ | \$48.95 | \$47.95 | \$46.95 |
| OMAHNENW | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEOS | \$48.95 | \$47.95 | \$46.95 |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.2 Lingo Basic Line: (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

b. Business (Cont'd.)

| CLLI | Lingo Basic Line 12 Months | Lingo Basic Line 24 Months | Lingo Basic Line 36 Months |
|----------|----------------------------------|----------------------------------|----------------------------------|
| ONELNENW | \$135.95 | \$131.95 | \$127.95 |
| OXRNENW | \$135.95 | \$131.95 | \$127.95 |
| PLGRNENW | \$135.95 | \$131.95 | \$127.95 |
| PNDRNEUW | \$135.95 | \$131.95 | \$127.95 |
| RNDHNENW | \$48.95 | \$47.95 | \$46.95 |
| SCHLNENW | \$76.95 | \$74.95 | \$71.95 |
| SDNYNENW | \$76.95 | \$74.95 | \$71.95 |
| SLCKNENW | \$135.95 | \$131.95 | \$127.95 |
| SPFDNENW | \$76.95 | \$74.95 | \$71.95 |
| SSCYNENW | \$48.95 | \$47.95 | \$46.95 |
| STLBNENW | \$135.95 | \$131.95 | \$127.95 |
| STPLNENW | \$76.95 | \$74.95 | \$71.95 |
| TKMHNENW | \$76.95 | \$74.95 | \$71.95 |
| VLLYNENW | \$76.95 | \$74.95 | \$71.95 |
| VINTNENW | \$135.95 | \$131.95 | \$127.95 |
| WAYNNEUW | \$48.95 | \$47.95 | \$46.95 |
| WDRVNENW | \$135.95 | \$131.95 | \$127.95 |
| WKFDNENW | \$135.95 | \$131.95 | \$127.95 |
| WSPNNENW | \$76.95 | \$74.95 | \$71.95 |

2. Lingo Long Distance Rates for Lingo Basic Line:

| Rate Per Minute | Business | Residential |
|---------------------|----------|-------------|
| In Contract Minutes | \$0.069 | \$0.069 |
| No Contract Minutes | \$0.075 | \$0.075 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.3 Lingo Basic Plus

A. Rates and Charges

1. Monthly Recurring Charges

a. Residential

| Lingo Basic Plus 12 Months | Lingo Basic Plus 24 Months | Lingo Basic Plus 36 Months |
|----------------------------------|----------------------------------|----------------------------------|
| \$43.95 | \$43.95 | \$43.95 |

b. Business

| CLLI | Lingo Basic Plus 12 Months | Lingo Basic Plus 24 Months | Lingo Basic Plus 36 Months |
|----------|----------------------------------|----------------------------------|----------------------------------|
| ALNCNENW | \$135.95 | \$131.95 | \$127.95 |
| ANWONENW | \$135.95 | \$131.95 | \$127.95 |
| ATLNNENW | \$135.95 | \$131.95 | \$127.95 |
| ATSNENW | \$135.95 | \$131.95 | \$127.95 |
| AXTLNENW | \$135.95 | \$131.95 | \$127.95 |
| BGSPNENW | \$135.95 | \$131.95 | \$127.95 |
| BGTNNECO | \$76.95 | \$74.95 | \$71.95 |
| BRKBNENW | \$135.95 | \$131.95 | \$127.95 |
| BRPTNENW | \$135.95 | \$131.95 | \$127.95 |
| CAIRNENW | \$135.95 | \$131.95 | \$127.95 |
| CHDRNENW | \$76.95 | \$74.95 | \$71.95 |
| CKSNNEUW | \$135.95 | \$131.95 | \$127.95 |
| CNCYNENW | \$76.95 | \$74.95 | \$71.95 |
| CRFRNENW | \$135.95 | \$131.95 | \$127.95 |
| ELKHENW | \$48.95 | \$47.95 | \$46.95 |
| ELWDNENW | \$135.95 | \$131.95 | \$127.95 |
| EMCKNENW | \$135.95 | \$131.95 | \$127.95 |
| EMSNNENW | \$135.95 | \$131.95 | \$127.95 |
| FRMTNENW | \$48.95 | \$47.95 | \$46.95 |
| FRWLNENW | \$135.95 | \$131.95 | \$127.95 |
| FUTNNENW | \$135.95 | \$131.95 | \$127.95 |
| GDISNENW | \$48.95 | \$47.95 | \$46.95 |

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Michelle Ansley – Chief Administrative Officer
115 Gateway Drive
Macon, GA 31210

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 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.3 Lingo Basic Plus (Cont'd.)

A. Rates and Charges

1. Monthly Recurring Charges

b. Business (Cont'd.)

| CLLI | Lingo Basic Plus 12 Months | Lingo Basic Plus 24 Months | Lingo Basic Plus 36 Months |
|----------|-------------------------------|-------------------------------|-------------------------------|
| GRETNENW | \$76.95 | \$74.95 | \$71.95 |
| GTBGNENW | \$135.95 | \$131.95 | \$127.95 |
| HLDGNENW | \$76.95 | \$74.95 | \$71.95 |
| HMPHNENW | \$135.95 | \$131.95 | \$127.95 |
| HOMRNENW | \$135.95 | \$131.95 | \$127.95 |
| HRSNNENW | \$135.95 | \$131.95 | \$127.95 |
| HWLSNENW | \$135.95 | \$131.95 | \$127.95 |
| LARLNENW | \$135.95 | \$131.95 | \$127.95 |
| LPCYNENW | \$135.95 | \$131.95 | \$127.95 |
| LXTNNENW | \$76.95 | \$74.95 | \$71.95 |
| LYNSNENW | \$135.95 | \$131.95 | \$127.95 |
| MCKKNENW | \$76.95 | \$74.95 | \$71.95 |
| MINDNENW | \$76.95 | \$74.95 | \$71.95 |
| NPLTNENW | \$48.95 | \$47.95 | \$46.95 |
| NRFLNENW | \$48.95 | \$47.95 | \$46.95 |
| OGLLNENW | \$76.95 | \$74.95 | \$71.95 |
| OKLDNEUW | \$135.95 | \$131.95 | \$127.95 |
| OMAHNE78 | \$48.95 | \$47.95 | \$46.95 |
| OMAHNE84 | \$48.95 | \$47.95 | \$46.95 |
| OMAHNE90 | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEBE | \$48.95 | \$47.95 | \$46.95 |
| OMAHNECE | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEFO | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEFW | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEHA | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEIZ | \$48.95 | \$47.95 | \$46.95 |
| OMAHNENW | \$48.95 | \$47.95 | \$46.95 |
| OMAHNEOS | \$48.95 | \$47.95 | \$46.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.3 Lingo Basic Plus (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges

b. Business (Cont'd.)

| CLLI | Lingo Basic Plus 12 Months | Lingo Basic Plus 24 Months | Lingo Basic Plus 36 Months |
|----------|----------------------------------|----------------------------------|----------------------------------|
| ONELNENW | \$135.95 | \$131.95 | \$127.95 |
| OXFRNENW | \$135.95 | \$131.95 | \$127.95 |
| PLGRNENW | \$135.95 | \$131.95 | \$127.95 |
| PNDRNEUW | \$135.95 | \$131.95 | \$127.95 |
| RNDHNENW | \$48.95 | \$47.95 | \$46.95 |
| SCHLNENW | \$76.95 | \$74.95 | \$71.95 |
| SDNYNENW | \$76.95 | \$74.95 | \$71.95 |
| SLCKNENW | \$135.95 | \$131.95 | \$127.95 |
| SPFDNENW | \$76.95 | \$74.95 | \$71.95 |
| SSCYNENW | \$48.95 | \$47.95 | \$46.95 |
| STLBNENW | \$135.95 | \$131.95 | \$127.95 |
| STPLNENW | \$76.95 | \$74.95 | \$71.95 |
| TKMHNENW | \$76.95 | \$74.95 | \$71.95 |
| VLLYNENW | \$76.95 | \$74.95 | \$71.95 |
| VLNTNENW | \$135.95 | \$131.95 | \$127.95 |
| WAYNNEUW | \$48.95 | \$47.95 | \$46.95 |
| WDRVNENW | \$135.95 | \$131.95 | \$127.95 |
| WKFDNENW | \$135.95 | \$131.95 | \$127.95 |
| WSPNNENW | \$76.95 | \$74.95 | \$71.95 |

B. Lingo Long Distance Rates for Lingo Basic Plus:

| Rate Per Minute | Business | Residential |
|---------------------|----------|-------------|
| In Contract Minutes | \$0.069 | \$0.069 |
| No Contract Minutes | \$0.075 | \$0.075 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Essentials

A. Rates and Charges

1. Monthly Recurring Charges

a. Residential

| Lingo Essentials 12 Months | Lingo Essentials 24 Months | Lingo Essentials 36 Months |
|-------------------------------|-------------------------------|-------------------------------|
| \$52.95 | \$52.95 | \$52.95 |

b. Business

| <u>CLLI</u> | <u>Lingo Essentials 12 Months</u> | <u>Lingo Essentials 24 Months</u> | <u>Lingo Essentials 36 Months</u> |
|-------------|---------------------------------------|---------------------------------------|---------------------------------------|
| ALNCNENW | \$136.95 | \$132.95 | \$128.95 |
| ANWONENW | \$136.95 | \$132.95 | \$128.95 |
| ATLNNENW | \$136.95 | \$132.95 | \$128.95 |
| ATSNENW | \$136.95 | \$132.95 | \$128.95 |
| AXTLNENW | \$136.95 | \$132.95 | \$128.95 |
| BGSPNENW | \$136.95 | \$132.95 | \$128.95 |
| BGTNNECO | \$77.95 | \$75.95 | \$73.95 |
| BRKBNENW | \$136.95 | \$132.95 | \$128.95 |
| BRPTNENW | \$136.95 | \$132.95 | \$128.95 |
| CAIRNENW | \$136.95 | \$132.95 | \$128.95 |
| CHDRNENW | \$77.95 | \$75.95 | \$73.95 |
| CKSNNEUW | \$136.95 | \$132.95 | \$128.95 |
| CNCYNENW | \$77.95 | \$75.95 | \$73.95 |
| CRFRNENW | \$136.95 | \$132.95 | \$128.95 |
| ELKINENW | \$50.95 | \$48.95 | \$47.95 |
| ELWDNENW | \$136.95 | \$132.95 | \$128.95 |
| EMCKNENW | \$136.95 | \$132.95 | \$128.95 |
| EMSNNENW | \$136.95 | \$132.95 | \$128.95 |
| FRMTNENW | \$50.95 | \$48.95 | \$47.95 |
| FRWLNENW | \$136.95 | \$132.95 | \$128.95 |
| FUTNNENW | \$136.95 | \$132.95 | \$128.95 |

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Michelle Ansley – Chief Administrative Officer
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Macon, GA 31210

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Essentials (Cont'd.)

A. Rates and Charges

1. Monthly Recurring Charges

b. Business (Cont'd.)

| CLI | Lingo Essentials 12 Months | Lingo Essentials 24 Months | Lingo Essentials 36 Months |
|----------|-------------------------------|-------------------------------|-------------------------------|
| GDISNENW | \$50.95 | \$48.95 | \$47.95 |
| GRETNENW | \$77.95 | \$75.95 | \$73.95 |
| GTBGNENW | \$136.95 | \$132.95 | \$128.95 |
| HLDGNENW | \$77.95 | \$75.95 | \$73.95 |
| HMPHNENW | \$136.95 | \$132.95 | \$128.95 |
| HOMRNENW | \$136.95 | \$132.95 | \$128.95 |
| HRSNNENW | \$136.95 | \$132.95 | \$128.95 |
| IWLSNENW | \$136.95 | \$132.95 | \$128.95 |
| LARLNENW | \$136.95 | \$132.95 | \$128.95 |
| LPCYNENW | \$136.95 | \$132.95 | \$128.95 |
| LXTNNENW | \$77.95 | \$75.95 | \$73.95 |
| LYSNENW | \$136.95 | \$132.95 | \$128.95 |
| MCKKNENW | \$77.95 | \$75.95 | \$73.95 |
| MINDNENW | \$77.95 | \$75.95 | \$73.95 |
| NPLTNENW | \$50.95 | \$48.95 | \$47.95 |
| NRFLNENW | \$50.95 | \$48.95 | \$47.95 |
| OGLLNENW | \$77.95 | \$75.95 | \$73.95 |
| OKLDNEUW | \$136.95 | \$132.95 | \$128.95 |
| OMAHNE78 | \$50.95 | \$48.95 | \$47.95 |
| OMAHNE84 | \$50.95 | \$48.95 | \$47.95 |
| OMAHNE90 | \$50.95 | \$48.95 | \$47.95 |
| OMAHNEBE | \$50.95 | \$48.95 | \$47.95 |
| OMAHNECE | \$50.95 | \$48.95 | \$47.95 |
| OMAHNEFO | \$50.95 | \$48.95 | \$47.95 |
| OMAHNEFW | \$50.95 | \$48.95 | \$47.95 |
| OMAHNEHA | \$50.95 | \$48.95 | \$47.95 |
| OMAHNEHZ | \$50.95 | \$48.95 | \$47.95 |
| OMAHNENW | \$50.95 | \$48.95 | \$47.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Essentials (Cont'd.)

A. Rates and Charges

1. Monthly Recurring Charges

b. Business (Cont'd.)

| <u>CLLI</u> | <u>Lingo Essentials 12 Months</u> | <u>Lingo Essentials 24 Months</u> | <u>Lingo Essentials 36 Months</u> |
|-------------|---------------------------------------|---------------------------------------|---------------------------------------|
| OMAHNEOS | \$50.95 | \$48.95 | \$47.95 |
| ONELNENW | \$136.95 | \$132.95 | \$128.95 |
| OXFRNENW | \$136.95 | \$132.95 | \$128.95 |
| PLGRNENW | \$136.95 | \$132.95 | \$128.95 |
| PNDRNEUW | \$136.95 | \$132.95 | \$128.95 |
| RNDHNENW | \$50.95 | \$48.95 | \$47.95 |
| SCHLNENW | \$77.95 | \$75.95 | \$73.95 |
| SDNYNENW | \$77.95 | \$75.95 | \$73.95 |
| SLCKNENW | \$136.95 | \$132.95 | \$128.95 |
| SPFDNENW | \$77.95 | \$75.95 | \$73.95 |
| SSCYNENW | \$50.95 | \$48.95 | \$47.95 |
| STLBNENW | \$136.95 | \$132.95 | \$128.95 |
| STPLNENW | \$77.95 | \$75.95 | \$73.95 |
| TKMHNENW | \$77.95 | \$75.95 | \$73.95 |
| VLIYNENW | \$77.95 | \$75.95 | \$73.95 |
| VLNINENW | \$136.95 | \$132.95 | \$128.95 |
| WAYNNEUW | \$50.95 | \$48.95 | \$47.95 |
| WDRVNENW | \$136.95 | \$132.95 | \$128.95 |
| WKFDNENW | \$136.95 | \$132.95 | \$128.95 |
| WSPNNENW | \$77.95 | \$75.95 | \$73.95 |

B. 200 Minute Long Distance Calling Block for Lingo Essentials:

| <u>Rate Per Minute</u> | <u>Business</u> | <u>Residential</u> |
|------------------------|-----------------|--------------------|
| In Contract Minutes | \$0.069 | \$0.069 |
| No Contract Minutes | \$0.075 | \$0.075 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Value Line

A. Rates and Charges

1. Monthly Recurring Charges

a. Residential

| Lingo Value | Lingo Value | Lingo Value |
|-------------|-------------|-------------|
| 12 Months | 24 Months | 36 Months |
| \$48.95 | \$48.95 | \$48.95 |

b. Business

| CLIJ | Lingo Value | Lingo Value | Lingo Value |
|----------|-------------|-------------|-------------|
| | 12 Months | 24 Months | 36 Months |
| ALNCNENW | \$133.95 | \$128.95 | \$124.95 |
| ANWONENW | \$133.95 | \$128.95 | \$124.95 |
| ATLNNENW | \$133.95 | \$128.95 | \$124.95 |
| ATSNENW | \$133.95 | \$128.95 | \$124.95 |
| AXTLNENW | \$133.95 | \$128.95 | \$124.95 |
| BGSPNENW | \$133.95 | \$128.95 | \$124.95 |
| BGTNNECO | \$73.95 | \$71.95 | \$69.95 |
| BRKBNENW | \$133.95 | \$128.95 | \$124.95 |
| BRPTNENW | \$133.95 | \$128.95 | \$124.95 |
| CAIRNENW | \$133.95 | \$128.95 | \$124.95 |
| CHDRNENW | \$73.95 | \$71.95 | \$69.95 |
| CKSNNEUW | \$133.95 | \$128.95 | \$124.95 |
| CNCYNENW | \$73.95 | \$71.95 | \$69.95 |
| CRFRNENW | \$133.95 | \$128.95 | \$124.95 |
| ELKHNENW | \$46.95 | \$44.95 | \$43.95 |
| ELWDNENW | \$133.95 | \$128.95 | \$124.95 |
| EMCKNENW | \$133.95 | \$128.95 | \$124.95 |
| EMSNNENW | \$133.95 | \$128.95 | \$124.95 |
| FRMTNENW | \$46.95 | \$44.95 | \$43.95 |
| FRWLNENW | \$133.95 | \$128.95 | \$124.95 |

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115 Gateway Drive
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 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

b. Business (Cont'd.)

| CLLI | Lingo Value 12 Months | Lingo Value 24 Months | Lingo Value 36 Months |
|-----------|-----------------------------|-----------------------------|-----------------------------|
| FUTNNENW | \$133.95 | \$128.95 | \$124.95 |
| GDISNENW | \$46.95 | \$44.95 | \$43.95 |
| GRETNNENW | \$73.95 | \$71.95 | \$69.95 |
| GTBGNENW | \$133.95 | \$128.95 | \$124.95 |
| HLDTNNENW | \$73.95 | \$71.95 | \$69.95 |
| HMPHNNENW | \$133.95 | \$128.95 | \$124.95 |
| HOMRNNENW | \$133.95 | \$128.95 | \$124.95 |
| HRSNNENW | \$133.95 | \$128.95 | \$124.95 |
| IHWLSNENW | \$133.95 | \$128.95 | \$124.95 |
| LARLNENW | \$133.95 | \$128.95 | \$124.95 |
| LPCYNNENW | \$133.95 | \$128.95 | \$124.95 |
| LXTNNENW | \$73.95 | \$71.95 | \$69.95 |
| LYNSNNENW | \$133.95 | \$128.95 | \$124.95 |
| MCCKNNENW | \$73.95 | \$71.95 | \$69.95 |
| MINDNNENW | \$73.95 | \$71.95 | \$69.95 |
| NPLTNNENW | \$46.95 | \$44.95 | \$43.95 |
| NRFLNNENW | \$46.95 | \$44.95 | \$43.95 |
| OGLLNNENW | \$73.95 | \$71.95 | \$69.95 |
| OKLDNENW | \$133.95 | \$128.95 | \$124.95 |
| OMAHNE78 | \$46.95 | \$44.95 | \$43.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

b. Business (Cont'd.)

| CLLI | Lingo Value 12 Months | Lingo Value 24 Months | Lingo Value 36 Months |
|-----------|-----------------------------|-----------------------------|-----------------------------|
| OMAHNE84 | \$46.95 | \$44.95 | \$43.95 |
| OMAHNE90 | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEBE | \$46.95 | \$44.95 | \$43.95 |
| OMAHNECE | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEFO | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEI'W | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEHA | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEIZ | \$46.95 | \$44.95 | \$43.95 |
| OMAHNENW | \$46.95 | \$44.95 | \$43.95 |
| OMAHNEOS | \$46.95 | \$44.95 | \$43.95 |
| ONELNENW | \$133.95 | \$128.95 | \$124.95 |
| OXFRNENW | \$133.95 | \$128.95 | \$124.95 |
| PLGRNENW | \$133.95 | \$128.95 | \$124.95 |
| PNDRNEUW | \$133.95 | \$128.95 | \$124.95 |
| RNDHNENW | \$46.95 | \$44.95 | \$43.95 |
| SCHLNENW | \$73.95 | \$71.95 | \$69.95 |
| SDNYNENW | \$73.95 | \$71.95 | \$69.95 |
| SLCKNENW | \$133.95 | \$128.95 | \$124.95 |
| SPFDNENW | \$73.95 | \$71.95 | \$69.95 |
| SSCYNENW | \$46.95 | \$44.95 | \$43.95 |

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Michelle Ansley – Chief Administrative Officer
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Macon, GA 31210

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.1 Basic Local Business and Residential Services (Cont'd.)

16.1.4 Lingo Value Line (Cont'd.)

A. Rates and Charges (Cont'd.)

1. Monthly Recurring Charges (Cont'd.)

b. Business (Cont'd.)

| <u>CLLI</u> | <u>Lingo Value 12 Months</u> | <u>Lingo Value 24 Months</u> | <u>Lingo Value 36 Months</u> |
|-------------|------------------------------|------------------------------|------------------------------|
| STIBNENW | \$133.95 | \$128.95 | \$124.95 |
| STPLNENW | \$73.95 | \$71.95 | \$69.95 |
| TKMHNENW | \$73.95 | \$71.95 | \$69.95 |
| VLLYNENW | \$73.95 | \$71.95 | \$69.95 |
| VLNTNENW | \$133.95 | \$128.95 | \$124.95 |
| WAYNNEUW | \$46.95 | \$44.95 | \$43.95 |
| WDRVNENW | \$133.95 | \$128.95 | \$124.95 |
| WKFDNENW | \$133.95 | \$128.95 | \$124.95 |
| WSPNNENW | \$73.95 | \$71.95 | \$69.95 |

2. Lingo Long Distance Rates for Lingo Value Line:

| <u>Rate Per Minute</u> | <u>Business</u> | <u>Residential</u> |
|------------------------|-----------------|--------------------|
| In Contract Minutes | \$0.069 | \$0.069 |
| No Contract Minutes | \$0.075 | \$0.075 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.2 PBX Trunk Service

16.2.1 Nonrecurring Charge \$45.00

16.2.2 Flat Rate Trunks

| | | | | | |
|--------------------|---------|---------|---------|---------|-----|
| Two-Way Trunks | \$46.00 | \$47.25 | \$49.25 | \$51.75 | (1) |
| Inward Only Trunks | \$38.20 | \$39.45 | \$41.45 | \$43.95 | (1) |

| | | | | | |
|----------------|--------------------------|----------------|-----------------|----------------|-----|
| | Exchanges without EAS | EAS Group 1 | EAS Group 1A | EAS Group 2 | (2) |
| Two-Way Trunks | \$48.00 | \$48.00 | \$36.00 | \$48.00 | |
| | EAS Group 3 | EAS Group 4 | EAS Group 5 | EAS Group 6 | (2) |
| | \$36.00 | \$48.00 | \$36.00 | \$36.00 | |

- 1) Effective June 17, 2004 these services are no longer available to new subscribers.
- (2) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing accounts.

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Macon, GA 31210

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES

16.2 PBX Trunk Service (Cont'd.)

16.2.3 Rate Stabilized PBX Trunks (1)(3)

| | 12 to 35 <u>Months</u> | 36 to 59 <u>Months</u> | 60 to 84 <u>Months</u> |
|--------------------------------------|---------------------------|---------------------------|---------------------------|
| 1 – 20 Trunks | \$46.00 | \$44.79 | \$44.30 |
| 21-50 Trunks | \$43.58 | \$42.85 | \$42.36 |
| 51 Trunks and over | | | |
| 1 Qtr mile from Central Office | \$41.65 | \$41.27 | \$41.08 |
| 2 Qtr miles from Central Office | \$42.05 | \$41.61 | \$41.38 |
| 3 Qtr miles from Central Office | \$42.47 | \$41.95 | \$41.70 |
| 4 Qtr miles from Central Office | \$42.98 | \$42.38 | \$42.08 |
| 5 Qtr miles from Central Office | \$43.44 | \$42.77 | \$42.43 |
| 6 Qtr miles from Central Office | \$43.92 | \$43.17 | \$42.79 |
| 7 Qtr miles from Central Office | \$44.50 | \$43.65 | \$43.22 |
| 8 Qtr miles from Central Office | \$44.98 | \$44.05 | \$43.58 |
| 9 Qtr miles from Central Office | \$45.76 | \$44.70 | \$44.17 |
| 10 Qtr miles from Central Office | \$47.56 | \$46.19 | \$45.51 |
| 11 Qtr miles from Central Office | \$48.26 | \$46.78 | \$46.04 |
| 12 Qtr miles from Central Office | \$50.66 | \$48.78 | \$47.84 |
| 13 Qtr miles from Central Office | \$52.52 | \$50.33 | \$49.23 |
| 14 Qtr miles from Central Office | \$53.22 | \$50.91 | \$49.76 |
| 15 Qtr miles from Central Office | \$54.40 | \$51.90 | \$50.65 |
| 16 Qtr miles from Central Office | \$57.06 | \$54.11 | \$52.64 |
| 17 Qtr miles from Central Office | \$57.84 | \$54.77 | \$53.23 |
| 18 Qtr miles from Central Office | \$58.47 | \$55.29 | \$53.70 |
| 19 Qtr miles from Central Office | \$59.03 | \$55.75 | \$54.12 |
| 20 Qtr miles from Central Office (2) | \$62.47 | \$58.62 | \$56.70 |

(1) – Lingo Business Pricing applies as specified in this Section.

(2) – Beyond 20 Qtr miles from CO will be priced on an Individual Case Basis (ICB).

(3) - Effective June 17, 2004 these services are no longer available to new subscribers.

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Michelle Ansley – Chief Administrative Officer
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Macon, GA 31210

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES

16.3 Direct Inward Dialing (DID) Service

The following charges apply to Customers subscribing to DID Service provided by the Company. These charges are in addition to Recurring and Nonrecurring Charges for PBX Trunks as shown in Section 16.2. The Customer will be charged for the number of DID Number Blocks regardless of the number of DID numbers used from the available block of numbers.

16.3.1 DID Service (1)(5)(T)

| | Nonrecurring Charge | Monthly Rate |
|---|------------------------|-----------------|
| In-only analog trunk, ea | \$50.00 | \$40.00 |
| In-only digital trunk, ea | \$50.00 | \$40.00 |
| Two-way digital trunk, ea (2,3) | \$50.00 | \$40.00 |
| Two-way, Four-wire analog trunk, ea (4) | \$50.00 | \$40.00 |

16.3.2 DID Telephone Numbers (1) (5)(T)

| | | |
|------------------------------------|---------|---------|
| Nonsequential telephone number | \$ 1.00 | \$ 0.15 |
| DID block of 20 sequential numbers | \$20.00 | \$ 3.00 |

16.3.3 Block Compromise Charge (5)(T)

| | | |
|---|----------|---------|
| Removal of a telephone number from A sequential number group, per Sequential number block | \$450.00 | - - - |
| Temporary removal of a telephone number from a sequential number group, per sequential number block | \$ 50.00 | - - - - |

16.3.4 Reserving Telephone Numbers (1) (5)(T)

| | | |
|-------------------------|--|---------|
| Nonsequential number | | \$ 0.15 |
| Sequential number block | | \$ 3.00 |

16.3.5 Change Charges, per change (5)(T)

| | |
|-------------------------------------|---------|
| Changing number of digits outpulsed | \$50.00 |
| Changing signaling | \$50.00 |

(1) – Lingo Business Pricing applies as specified in this Section.

(2) – In addition, a PBX or DSS trunk is required.

(3) – Only available with DSS trunks.

(4) – In addition, a THHCX trunk is required.

(5) - Effective June 17, 2004, these charges are no longer available to new subscribers

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16.3 Direct Inward Dialing (DID) Service

16.3.6 DID Service (1)

| | <u>Monthly Charges</u> | <u>Non-recurring Charges</u> |
|---|----------------------------|----------------------------------|
| DID Trunk Service Charge, without EAS | \$38.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 1 | \$50.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 2 | \$50.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 3 | \$38.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 4 | \$50.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 5 | \$38.00 | \$ 95.00 |
| DID Trunk Service Charge, EAS Group 6 | \$38.00 | \$ 95.00 |
| DID Telephone Number, each | \$ 0.25 | \$ 1.50 |
| 1 st Block of 20 DID Numbers | \$ 3.00 | \$ 30.00 |
| Additional Block of 20 DID Numbers | n/a | \$ 30.00 |
| 1st Block of 100 DID Number | \$ 3.00 | \$600.00 |
| DID Service Change Charge | n/a | \$ 45.00 |

- (1) Effective June 17, 2004, these charges are only available to existing subscribers for move, add or changes to their existing account.

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SECTION 16.0 - LOCAL SERVICES RATES

16.4 Optional Calling Features

The following Optional Calling Features are offered to Customers on a monthly basis, unless indicated. Customers are allowed unlimited use of each feature. Multi-line Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

16.4.1 Business

| | | |
|----|---------------------------------------|---------|
| A. | Nonrecurring Charge | \$10.00 |
| B. | Monthly Recurring Charge (1) | |
| | Abbreviated Access, one – digit | |
| | Shared Speed Call List, each (2) | \$20.00 |
| | Line Arranged, each (2) | \$0.50 |
| | Abbreviated Access, two – digit | |
| | Shared Speed Call List, each (2) | \$30.00 |
| | Line Arranged, each (2) | \$0.50 |
| | Call Forwarding (2) | \$5.00 |
| | Busy Line (2) | \$8.50 |
| | Busy Line (3) | \$6.50 |
| | Busy Line (Expanded) (2) | \$3.00 |
| | Busy Line (Expanded) (3) | \$6.50 |
| | Busy Line (External) (2) | \$3.00 |
| | Busy Line (External) (3) | \$6.50 |
| | Busy Line (Overflow) (2) | \$10.00 |
| | Busy Line (Overflow) (3) | \$6.50 |
| | Busy Line/Don't Answer (Expanded) (2) | \$8.45 |
| | Busy Line/Don't Answer (Expanded) (3) | \$6.50 |
| | Busy Line (External) Don't Answer (2) | \$5.50 |
| | Busy Line (External) Don't Answer (3) | \$6.50 |
| | Busy Line (Overflow) Don't Answer (2) | \$9.95 |
| | Busy Line (Overflow) Don't Answer (3) | \$6.50 |
| | Don't Answer (2) | \$4.00 |
| | Don't Answer (3) | \$6.50 |
| | Don't Answer (Expanded) (2) | \$4.00 |
| | Don't Answer (Expanded) (3) | \$6.50 |
| | Don't Answer (Programmable) (2) | \$5.50 |
| | Don't Answer (Programmable) (3) | \$6.50 |
| | Variable (3) | \$5.00 |

(1) – Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscriber.

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.4 Optional Calling Features (Cont'd.)

16.4.1 Business (1)(Cont'd.)

B. Monthly Recurring Charge (Cont;d.) (1)

| | |
|--------------------------------------|---------|
| Call Rejection (3) | \$4.50 |
| Call Transfer (3) | \$6.00 |
| Call Waiting (3) | \$7.50 |
| Caller ID with Privacy + (2) | \$10.95 |
| Caller ID - Name and Number (2) | \$7.95 |
| Caller ID - Name and Number (3) | \$7.50 |
| Caller ID - Number (2) | \$7.50 |
| Continuous Redial (3) | \$3.50 |
| Dial Call Waiting (2) | \$2.15 |
| Dial Lock (2) | \$3.95 |
| Directed Call Pick Up (2) | \$1.00 |
| Directed Call Pick Up w/Barge-In (2) | \$1.00 |
| Distinctive Alert (2) | \$1.00 |
| Do Not Disturb (2) | \$3.95 |
| Hot Line (2) | \$2.00 |
| Last Call Return (2) | \$3.00 |
| Last Call Return (3) | \$4.00 |
| No Solicitation (2) | \$6.95 |
| Priority Call (3) | \$3.50 |
| Remote Access Forwarding (2) | \$7.95 |
| Remote Access Forwarding (3) | \$7.00 |
| Selective Call Forwarding (3) | \$3.50 |
| Speed Calling - 8 (2) | \$3.00 |
| Speed Calling - 8 (3) | \$2.50 |
| Speed Calling - 30 (2) | \$4.00 |
| Speed Calling - 30 (3) | \$8.00 |
| Talking Call Waiting (2) | \$4.00 |
| Three Way Calling (2) | \$4.00 |
| Three Way Calling (3) | \$4.50 |
| Warm Line (2) | \$2.50 |

(1) - Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.4 Optional Calling Features (Cont'd.)

16.4.1 Business (1)(Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

3 Feature Value Package (1)

| | <u>Monthly Rate</u> | <u>Non- recurring Charge</u> |
|--|-------------------------|--------------------------------------|
| Any three features from the 3 Feature Value Package Feature List below. | \$9.95 | \$10.00 |

3 Feature Value Package Feature List

- Anonymous Call Reject
- Auto Redial
- Call Blocker
- Call Forwarding – Variable
- Call Forwarding Busy Line/No Answer
- Caller ID Name & Number
- Call Return
- Call Waiting
- Priority Call
- Remote Access to Call Forwarding
- Selective Call Forwarding
- Simultaneous Call Forwarding
- Speed Calling 30
- Three Way Calling

(1) Effective June 17, 2004, these charges are only available to existing subscribers for existing accounts.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.4 Optional Calling Features (Cont'd.)

16.4.1 Business (Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

7 Feature Value Package (1)

| | <u>Monthly Rate</u> | <u>Non-recurring Charge</u> |
|--|-------------------------|---------------------------------|
| Any seven features from the 7 Feature Value Package Feature List | \$15.95 | \$10.00 |

7 Feature Value Package Feature List

- Anonymous Call Reject
- Auto Redial
- Call Blocker
- Call Forwarding – Variable
- Call Forwarding Busy Line/No Answer
- Caller ID Name & Number
- Call Waiting with Caller ID Options
- Call Return
- Call Transfer Disconnect
- Call Waiting
- Distinctive Ring 2nd and 3rd
- Priority Call
- Remote Access to Call Forwarding
- Selective Call Forwarding
- Simultaneous Call Forwarding
- Speed Calling 30
- Three Way Calling

(1) Effective June 17, 2004, these charges are only available to existing subscribers for existing accounts.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.4 Optional Calling Features (Cont'd.)

16.4.2 Residential (1)

| | | |
|----|-----------------------------------|---------|
| A. | Nonrecurring Charge | \$6.00 |
| B. | Monthly Recurring Charge | |
| | Abbreviated Access, one – digit | |
| | Shared Speed Call List, each | |
| | Line Arranged, each | \$0.55 |
| | Abbreviated Access, two – digit | |
| | Shared Speed Call List, each | |
| | Line Arranged, each | \$0.55 |
| | Call Curfew | \$4.35 |
| | Call Forwarding | |
| | Busy Line (Expanded) | \$0.28 |
| | Busy Line (Overflow) | \$0.28 |
| | Busy Line (Programmable) | \$2.04 |
| | Busy Line (Overflow)/Don't Answer | \$0.66 |
| | Busy Line/Don't Answer (Expanded) | \$0.66 |
| | Don't Answer | \$0.50 |
| | Don't Answer (Expanded) | \$0.50 |
| | Don't Answer (Programmable) | \$2.86 |
| | Variable | \$3.30 |
| | Call Rejection | \$4.95 |
| | Call Transfer | \$6.60 |
| | Call Waiting | \$5.50 |
| | Caller ID with Privacy + | \$10.95 |
| | Caller ID - Name and Number | \$7.65 |
| | Caller ID – Number | \$7.65 |

(1) Effective June 17, 2004, these charges are no longer available to new subscribers

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.4 Optional Calling Features (Cont'd.)

16.4.2 Residential (2)(Cont'd.)

B. Monthly Recurring Charge (Cont'd.)

| | |
|--|--------|
| Continuous Redial | \$3.85 |
| Dial Call Waiting | \$2.37 |
| Dial Lock | \$4.35 |
| Directed Call Pick Up | \$1.10 |
| Directed Call Pick Up with Barge-In | \$1.10 |
| Distinctive Alert | \$1.10 |
| Do Not Disturb | \$4.35 |
| Hot Line | \$2.20 |
| Last Call Return | \$3.25 |
| No Solicitation | \$7.65 |
| Priority Call | \$3.85 |
| Remote Access Forward (Call Following) | \$5.50 |
| Scheduled Forwarding | \$6.60 |
| Selective Call Forwarding | \$3.85 |
| Speed Calling – 8 | \$2.20 |
| Speed Calling – 30 | \$3.30 |
| Talking Call Waiting | \$3.25 |
| Three Way Calling | \$3.85 |

16.4.3 Usage Based Calling Features (2)

| | | | Rate |
|----|-------------------|--------------|-----------------------|
| | | | <u>Per Activation</u> |
| A. | Call Trace | Business (1) | \$8.00 |
| | | Residence | \$8.00 |
| B. | Continuous Redial | Business (1) | \$1.00 |
| | | Residence | \$1.00 |
| C. | Last Call Return | Business (1) | \$1.00 |
| | | Residence | \$1.00 |
| D. | Three-Way Calling | Business (1) | \$4.00 |
| | | Residence | \$4.00 |

(1) – Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

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 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 16.0 - LOCAL SERVICES RATES

16.5 ISDN Service (2)

16.5.1 Basic Rate Interface Rates

A. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate (1)</u> |
|----------------|--------------------------------|-----------------------------|
| Month-to-Month | \$110.00 | \$68.00 |
| 1 Year Term | \$ 93.50 | \$66.64 |
| 2 Year Term | \$ 82.50 | \$65.28 |
| 3 Year Term | \$ 55.00 | \$63.92 |
| 5 Year Term | \$ 0.00 | \$61.20 |

B. Optional Features and Functions

| | | |
|---|---------|---------|
| Additional Call Appearances | \$10.00 | \$ 1.00 |
| Additional Primary Directory Number | \$10.00 | \$12.00 |
| Additional Secondary Directory Number | \$10.00 | \$ 1.00 |
| Additional Shared Call Appearance | \$10.00 | \$ 1.00 |
| Additional X.25 Logical Channel | \$10.00 | \$ 0.00 |
| Analog Call Appearance | \$10.00 | \$ 1.00 |
| Call Forwarding, Busy Line - All Calls | \$10.00 | \$ 0.00 |
| Call Forwarding, Don't Answer - All Calls | \$10.00 | \$ 0.00 |
| Call Forwarding, Variable - All Calls | \$10.00 | \$ 0.00 |
| Call Pickup | \$10.00 | \$ 0.00 |
| Caller ID Blocking - All Calls | \$10.00 | \$ 0.00 |
| Caller ID - Name - per number | \$10.00 | \$ 2.50 |
| Call Rejection | \$10.00 | \$ 3.50 |
| Continuous Redial | \$10.00 | \$ 2.50 |
| Last Call Return | \$10.00 | \$ 2.00 |
| Priority Call | \$10.00 | \$ 2.00 |

(1) - Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.5 ISDN Service (2) (Cont'd.)

16.5.1 Basic Rate Interface Rates (Cont'd.)

B. Optional Features and Functions (Cont'd.)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate (1)</u> |
|---|--------------------------------|-----------------------------|
| Selective Call Forwarding | \$10.00 | \$2.50 |
| Key Short Hunt, per group | \$10.00 | \$0.00 |
| Key Short Hunt, per number | \$10.00 | \$2.00 |
| Circular Hunt Data, per B Channel | \$10.00 | \$2.00 |
| Circular Hunt Data, per group | \$10.00 | \$0.00 |
| Circular Hunt Voice, per B Channel | \$10.00 | \$2.00 |
| Circular Hunt Voice, per group | \$10.00 | \$0.00 |
| Regular Hunt Data, per B Channel | \$10.00 | \$2.00 |
| Regular Hunt Data, per group | \$10.00 | \$0.00 |
| Regular Hunt Voice, per B Channel | \$10.00 | \$2.00 |
| Regular Hunt Voice, per group | \$10.00 | \$0.00 |
| UCD Hunt Data, per B Channel | \$10.00 | \$8.50 |
| UCD Hunt Data, per group | \$20.00 | \$0.00 |
| UCD Hunt Voice per B Channel | \$10.00 | \$8.50 |
| UCD Hunt Voice per group | \$20.00 | \$0.00 |
| Non-Standard Configuration Group, Per Button | \$15.00 | \$0.00 |
| Redirecting Number Delivery, Per Number | \$10.00 | \$2.00 |
| Series Completion Hunt, per group | \$10.00 | \$0.00 |
| Series Completion Hunt, per number | \$10.00 | \$2.00 |
| Six-way conference, per terminal | \$10.00 | \$1.00 |
| Speed Calling 8, per terminal | \$10.00 | \$1.00 |

(1) -- Lingo Business Pricing applies as specified in this Section.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.5 ISDN Service (4)(Cont'd.)

16.5.2 ISDN PRI – Service

| | | <u>Nonrecurring Charge</u> | <u>Monthly Rate (1)</u> |
|----|-------------------------------------|--------------------------------|-----------------------------|
| A. | T1 Facility (2) | | |
| | Month-to-Month | \$1,100.00 | \$150.00 |
| | 3-Year Term | \$1,100.00 | \$126.00 |
| | 5-Year Term | \$1,100.00 | \$109.98 |
| B. | Service Configuration | | |
| | 16.5.2.B.1 23B + D | | |
| | Month-to-Month | \$1,025.00 | \$400.00 |
| | 3-Year Term | \$1,025.00 | \$340.00 |
| | 5-Year Term | \$1,025.00 | \$292.00 |
| | 16.5.2.B.2 24B | | |
| | Month-to-Month | \$1,025.00 | \$400.00 |
| | 3-Year Term | \$1,025.00 | \$340.00 |
| | 5-Year Term | \$1,025.00 | \$292.00 |
| | 16.5.2.B.3 23B + Back-up D | | |
| | Month-to-Month | \$1,025.00 | \$400.00 |
| | 3-Year Term | \$1,025.00 | \$340.00 |
| | 5-Year Term | \$1,025.00 | \$292.00 |
| C. | ISDN Trunk Connection Per B-Channel | | |
| | 1. Call-by-Call (3) | | |
| | Month-to-Month | \$ 75.00 | \$23.00 |
| | 3-Year Term | \$ 62.50 | \$52.50 |
| | 5-Year Term | \$ 0.00 | \$48.50 |
| | 2. In-Only (3) | | |
| | Month-to-Month | \$ 75.00 | \$23.00 |
| | 3-Year Term | \$ 62.50 | \$52.50 |
| | 5-Year Term | \$ 0.00 | \$48.50 |

(1) – Lingo Business Pricing applies as specified in this Section.

(2) – Service Configuration is required for each T1 facility

(3) – Required a DID trunk circuit termination

(4) Effective June 17, 2004, these charges are no longer available to new subscribers

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16.5 ISDN Service (3) (Cont'd.)

16.5.2 ISDN PRI - Service (Cont'd.)

C. ISDN Trunk Connection Per B-Channel (Cont'd.)

| | | <u>Nonrecurring Charge</u> | <u>Monthly Rate (1)</u> |
|----|----------------------------------|--------------------------------|-----------------------------|
| 3. | Out-Only | | |
| | Month-to-Month | \$ 75.00 | \$23.00 |
| | 3-Year Term | \$ 37.50 | \$21.00 |
| | 5-Year Term | \$ 0.00 | \$19.40 |
| 4. | Two-Way (2) | | |
| | Month-to-Month | \$ 75.00 | \$23.00 |
| | 3-Year Term | \$ 62.50 | \$52.50 |
| | 5-Year Term | \$ 0.00 | \$48.50 |
| 5. | Two-way DID trunk termination | \$ 50.00 | \$40.00 |
| D. | Circuit Switched Data Connection | | |
| 1. | 23B Data Channels Only | \$1,265.00 | \$583.00 |
| 2. | 24B Data Channels Only | \$1,340.00 | \$608.00 |

(1) - Lingo Business Pricing applies as specified in this Section.

(2) - Required a DID trunk circuit termination

(3) Effective June 17, 2004, these charges are no longer available to new subscribers

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.6 Centrex Rates and Charges (2)

Analog Line Rates – Business

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate (1)</u> |
|-----------------------------------|--------------------------------|-----------------------------|
| Month To Month | \$45.00 | \$46.95 |
| 12 to 36 Months, per line | \$45.00 | \$45.00 |
| 37 to 60 Months, per line | \$45.00 | \$45.00 |
| Centrex Local Exchange Access | \$35.00 | \$ 6.00 |
| Centrex Network Access Register | \$10.00 | \$27.99 |
| Centrex Plus Station | \$75.00 | \$20.00 |
| Centrex Plus Station Line Blocked | \$75.00 | \$20.00 |

(1) – Lingo Business Pricing applies as specified in this Section.

16.6.1 Analog Feature Package (2)

Standard Features

| | | |
|--------------------------------|--|-------------------|
| Touch-Tone | Intercept | |
| Primary Directory Number | Call Forwarding – Busy Line | Speed Calling |
| Call Forwarding – Don't Answer | | Call Forwarding – |
| Variable | Hunting | |
| Call Hold | Individual Line Billing | |
| Call Pickup | Call Transfer | |
| Call Waiting | Caller Identification Number | |
| Conference Calling | Direct Dialing/Originating Terminating | |
| 3-Way | Calling Identity Delivery on Call Waiting Number | |
| 6-Way | | |

Digital Centrex

Rates, Terms and Conditions for Digital Centrex are provided on an Individual Case Basis (ICB).

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.6 Centrex Rates and Charges (2) (Cont'd.)

16.6.2 Private Line Services (2)

| | Monthly <u>Rate</u> | Nonrecurring <u>Charge</u> |
|---|------------------------|-------------------------------|
| PL Channel Performance - ESE.same wc | \$10.00 | \$30.00 |
| PL Channel Performance - FX.Loop Start | \$18.50 | \$30.00 |
| PL Channel Performance - LS1 | \$14.00 | \$30.00 |
| PL Channel Performance - LS31 DC Channel | \$6.50 | \$30.00 |
| PL Channel Performance - Voice Grade Datastream | \$16.75 | \$30.00 |
| PL Channel Performance - Voice Grade Loop Start.I.B | \$19.00 | \$30.00 |
| PL Channel Performance - Voice Grade Loop Start.LC | \$18.00 | \$30.00 |
| PL Channel Performance - Voice Grade Loop Start.LS | \$15.00 | \$30.00 |
| PL Channel Performance - Voice Grade No Signal | \$10.00 | \$30.00 |
| PL Channel Performance -ESE.diff wc | \$10.00 | \$30.00 |
| PL Channel Performance Voice Grade Loop Start LA | \$16.00 | \$30.00 |
| PL DDS 56 | \$40.00 | \$45.00 |
| PL FX NAC 2 Wire | \$15.75 | \$00 |
| PL Network Access Channel - 4Wire | \$31.50 | \$250.00 |
| PL Resistive Bridging - 2 Wire | \$8.00 | \$8.00 |
| PL Transport Mileage 0-8 miles fixed | \$22.50 | \$30.00 |
| PL Transport Mileage 0-8 miles per mile | \$1.25 | \$30.00 |

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.7 Directory Assistance and Listing Services

16.7.1 Directory Assistance

A Directory Assistance Charge applies per Directory Assistance Call. The Directory Assistance Charge applies regardless of whether the Directory Assistance Operator is able to supply the Requested Number.

| | | |
|----|--|--------|
| A. | Dialed direct by customer, each call | \$3.99 |
| B. | Placed from PAL lines, each call | \$0.15 |
| C. | Call connected by a Company Operator, each call | \$3.99 |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.7 Directory Assistance and Listing Services (Cont'd.)

16.7.2 Directory Listings

| | | | <u>Nonrecurring Charge</u> | <u>Monthly Recurring Rate</u> | |
|----|-------------------------------------|-----------|--------------------------------|-----------------------------------|-----|
| A. | Additional Listings | Business | \$22.00 | \$6.50 | (3) |
| | | Residence | \$ 8.50 | \$3.00 | (2) |
| B. | Alpha Listing, ea. | Business | \$22.00 | \$6.00 | (2) |
| | | Residence | \$ 8.50 | \$3.00 | (2) |
| C. | Client Main Listing | Business | \$22.00 | \$6.00 | (2) |
| | | Residence | \$ 8.50 | \$3.00 | (2) |
| D. | Cross Reference Listing | Business | | \$6.50 | |
| E. | Listing Changed to Non-published | Business | \$22.00 | \$6.50 | (3) |
| | | Residence | \$ 8.50 | \$6.50 | (2) |
| F. | Listing Changed to Non-listed | Business | \$22.00 | \$3.00 | (2) |
| | | Business | \$10.00 | \$3.00 | (3) |
| | | Residence | \$ 8.50 | \$3.00 | (2) |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)**16.7 Directory Assistance and Listing Services (Cont'd.)****16.7.2 Directory Listings (Cont'd.)**

| | | | | | |
|----|------------------------------|-----------|---------|--------|-----|
| G. | Foreign Listing | Business | \$22.00 | (1) | (2) |
| | | Business | \$10.00 | \$6.50 | (3) |
| | | Residence | \$ 8.50 | \$3.00 | (2) |
| H. | WATS Listing | Business | \$22.00 | \$4.00 | (2) |
| I. | Informational Listing | Residence | \$ 8.50 | \$4.00 | (2) |
| J. | E-mail Address Listing | Residence | \$ 5.00 | \$4.00 | (2) |
| K. | URL Address Listing | Residence | \$ 5.00 | \$4.00 | (2) |
| L. | "If No Answer" Listing | Business | \$22.00 | \$6.00 | (2) |
| M. | Directory Extra Line Listing | Business | \$22.00 | \$6.00 | (2) |

(1) – The Monthly Recurring Charge is determined by the State in which the listing is situated.

(2) Effective June 17, 2004, these charges are no longer available to new subscribers

(3) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.8 Operator Services

The Company's Local Operator Assisted Calling is available for use by Presubscribed Customers as well as Transient End Users served from aggregated locations. Calls are billed in one-minute increments with additional per-call charges reflecting the level of Operator Assistance and billing arrangement requested by the Customer.

| | | |
|------------------------------------|--------|-----|
| Calling Card Automated | \$0.80 | |
| Station-to Station | | |
| <u>Collect</u> | | |
| Fully Automated (Customer Dialed) | \$2.45 | |
| Semi-Automated (Operator Assisted) | \$2.45 | |
| Non-Automated (Operator Dialed) | \$3.95 | |
| <u>Billed to a Third Number</u> | | |
| Fully Automated (Customer Dialed) | \$2.45 | |
| Semi-Automated (Operator Assisted) | \$2.45 | |
| Non-Automated (Operator Dialed) | \$3.95 | |
| <u>Sent Paid</u> | | |
| Non-Automated (Operator Dialed) | \$3.95 | |
| Semi-Automated (Operator Assisted) | \$2.45 | |
| <u>Person to Person Service</u> | | |
| Non-Automated (Operator Dialed) | \$6.50 | (T) |
| Semi-Automated (Operator Assisted) | \$5.25 | |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.8 Operator Services (Cont'd.)

16.8.1 Busy Line Interrupt and Line Status Verification Service

| | |
|---------------------------------------|--------|
| Line Status Verification, per request | \$3.00 |
| Busy Line Interrupt, per request | \$6.00 |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.9 Presubscription Services

16.9.1 Presubscription Changes

After a Customer's initial selection of a Presubscribed Toll Carrier, any change in the Customer's intraLATA or interLATA Carriers will incur a PIC Change Charge under Section 15.1.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.10 Miscellaneous Services

16.10.1 Restriction Services

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | |
|-------------------------|--------------------------------|-------------------------|-----|
| Toll Restriction | \$30.00 | \$3.00 | (1) |
| Toll Restriction | \$30.00 | \$6.00 | (2) |
| Billed Number Screening | \$12.50 | ----- | (1) |
| 900/976 Restriction | \$12.50 | ----- | (1) |

16.10.2 Hunting Line Service

The following charges apply to each Standard Local Line Service Line arranged for hunting.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | |
|-----------|--------------------------------|-------------------------|-----|
| Business | \$10.00 | \$ 8.50 | (1) |
| Business | \$17.50 | \$19.00 | (2) |
| Residence | ----- | \$ 5.00 | |

16.11 Custom Choice (1)(T)(3)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|-------------------------------|--------------------------------|-------------------------|
| Primary Residence | \$33.00 | \$33.95 |
| Additional Residence Lines | \$33.00 | \$30.95 |

16.12 [Reserved for future use]

- (1) Effective June 17, 2004, these charges are no longer available to new subscribers
- (2) Effective June 17, 2004, these charges are only available to existing subscribers on existing accounts.
- (3) Effective September 7, 2010, this product will be billed as Lingo Value Line.

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.13 Features and Blocks

A. Monthly Recurring Features

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.5.27.B for applicable rates.

| <u>Feature Description</u> | <u>Business</u> | <u>Residential</u> |
|------------------------------|-----------------|--------------------|
| 3 Way Calling | \$7.99 | \$8.05 |
| 3 Way Calling w/Transfer | \$7.99 | \$5.75 |
| Accounting Codes | \$16.00 | |
| Call Block | \$7.48 | \$8.05 |
| Call Forward Busy | \$9.20 | \$4.95 |
| Call Forward Variable | \$10.00 | \$5.75 |
| Call Fwd Don't Answer w/RC | \$5.75 | \$2.88 |
| Call Return | \$8.05 | \$6.61 |
| Call Tracing | \$7.48 | \$6.84 |
| Call Waiting | \$8.63 | \$8.63 |
| Call Waiting w/CID Opt | \$2.88 | \$1.44 |
| Caller ID | \$12.65 | \$10.34 |
| Caller ID Block | \$5.75 | \$5.75 |
| Caller ID Deluxe | \$15.30 | \$11.49 |
| Distinctive Ring | \$9.50 | \$6.90 |
| Enhanced Caller ID | \$19.55 | \$8.05 |
| Preferred Call Forwarding | \$6.90 | \$5.75 |
| Remote Access to Call Fwd | \$8.57 | \$8.05 |
| Repeat Dialing | \$5.18 | \$5.75 |
| Simultaneous Call Forwarding | \$6.90 | \$5.75 |
| Speed Call 30 | \$6.27 | \$6.84 |
| Speed Call 8 | \$6.27 | \$6.84 |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)**16.13 Features and Blocks (Cont'd.)****B. Features Offered on a Usage Sensitive Basis**

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis for unlimited use.

| | Residential | Business |
|--|-------------|----------|
| Three-Way Calling | \$1.25 | \$1.25 |
| Call Return | \$1.25 | \$1.25 |
| Repeat Dialing | \$1.25 | \$1.25 |
| Busy Connect (Per call, per use) | \$0.90 | \$0.90 |
| Calling Number Delivery Blocking, Per Call | No Charge | |

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.14 NorthStar

The following products of NorthStar Telecom are obsolete and grandfathered. In addition, their name has changed to a current Lingo product as outlined below.

A. Lingo Essentials - the following products will be billed as Lingo Essentials:

NE Unl. Adv. Plus \$39.99
NorthStar Unlimited T2
Unl Advantage Plan
Unlimited Advantage 2

B. Lingo Plus – the following products will be billed as Lingo Plus:

Business Adv. Line
NorthStar Unlimited T1

C. Lingo Value Line – the following products will be billed as Lingo Value Line:

\$24.99 Super Saver Plan
Super Saver Plan
Z1 Basic Residence Line

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SECTION 16.0 - LOCAL SERVICES RATES (CONT'D.)

16.15 Ernest Communications

The following products of Ernest are obsolete and grandfathered. In addition, their name has changed to a current Lingo product as outlined below.

Lingo Basic Plus:

| | |
|--------------------------------------|-----------------------------------|
| Mo Svc-3E-BI-2b-21.38 | Mo Svc-GrtClps-EZ-Z1-QNE-28.95 |
| Mo Svc-AxcFin-EZPI-OnNet-29.00 | Mo Svc-HalfPrbBks-Flat-27.96 |
| Mo Svc-Bauer Built-EZPI-OnNet-27.95 | Mo Svc-ITT-BI-2d-23.78 |
| Mo Svc-Boyd Coffec-BI-2b-27.99 | Mo Svc-John Deere-Flat-28.00 |
| Mo Svc-Bus-Spc | Mo Svc-Lennox-BI-2a-25.30 |
| Mo Svc-Carquest-Flat-30.91 | Mo Svc-Limited-BI-2d-29.12 |
| Mo Svc-CarToys-Flat-35.99 | Mo Svc-MotionInd-Flat-34.99 |
| Mo Svc-Century Park Assoc-28.09 | Mo Svc-Odyssey-Flat-30.50 |
| Mo Svc-ChmChar-Z1-QNE-w/3%Dsct-29.05 | Mo Svc-RAC-Flat-29.54 |
| Mo Svc-Cintas-Flat-31.80 | Mo Svc-RAC-RCF-29.54 |
| Mo Svc-ConsumerSource-23.56 | Mo Svc-Red Rbn-BI-2b-QNE-22.73 |
| Mo Svc-CSLPlasma-25.17 | Mo Svc-RHF-11NE-EZPI-Z1-QNE-27.95 |
| Mo Svc-EMF-BI-2b-33.90 | Mo Svc-Sm Bus-Z1-QNE-29.95 |
| Mo Svc-EZPI-QNE-35.95 | Mo Svc-TX Rdhse-BI-2b-25.99 |
| Mo Svc-FlectPride-Flat-30.20 | Mo Svc-USVenture-BI-2a-24.88 |
| Mo Svc-Fox&Hnd-BI-2d-25.91 | Mo Svc-Wade-EZPI-OnNet-28.25 |
| Mo Svc-FurnRow-BI-2b-24.71 | Mo Svc-Zales-EZPI-Z1-QNE-28.17 |
| Mo Svc-Gordmans-Flat-28.41 | |

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SECTION 17 – [RESERVED FOR FUTURE USE]

17.1 Reserved for Future Use.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 18.0 - PROMOTIONS

- 18.1 The Company may establish temporary promotional programs to introduce Present or Potential Customers to a Service not previously received by Customers. During specific Promotional Periods an offer may be made to reduce Nonrecurring Charges on a nondiscriminatory basis, up to the full amount, for Optional Products and Services.

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SECTION 19.0 INDIVIDUAL CASE BASIS ARRANGEMENTS

- 19.1 Rates, Terms or Conditions for Digital Centrex Services as specified in this tariff are determined on an Individual Case Basis (ICB) and specified by Contract between the Company and the Customer. Services not specified in this tariff may be provided on an ICB.

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