

CITIZENS TELEPHONE COMPANY d/b/a COMPORIUM

STATEMENT OF TERMS AND CONDITIONS APPLICABLE TO ALL SERVICES OFFERED BY CITIZENS TELEPHONE COMPANY d/b/a COMPORIUM

This document contains the terms, conditions and rates for services formerly found in the General Subscriber Services Tariff of Citizens Telephone Company, which does business under the name “Comporium.”

On October 1, 2018, Citizens Telephone Company will begin operating under N.C. Gen. Stat. 62-133.5(h). As a result, the terms, conditions and rates for services offered by the Company are now contained in this *Statement of Terms and Conditions*.¹

This Statement of Terms and Conditions serves as an agreement (this “Agreement”) between you and Citizens Telephone Company d/b/a Comporium, and it sets forth the terms and conditions covering your purchase of any services provided by Citizens Telephone Company d/b/a Comporium, or any of its affiliates (collectively, “Comporium” or “Company”), which may include, without limitation, voice telecommunications services, private line services to end users, and other features, products and services provided as part of and included with our services (collectively, the “Services” and, individually, a “Service,” as applicable pursuant to Customer’s specific package of services). These Services provided by the Company are listed at www.comporium.com. If there are Additional Service Regulations governing the provision of Services to Customer by the Company, which are incorporated herein by reference, they can be viewed at that same website. Paper copies of this Statement of Terms and Conditions, any Additional Service Regulations, and the General Services Price List can be examined in Comporium’s Business Office located at 190 E Main Street, Brevard, North Carolina, 28712.

THIS DOCUMENT CONSTITUTES AN AGREEMENT AND CONTAINS IMPORTANT INFORMATION REGARDING THE RIGHTS AND OBLIGATIONS OF YOU, THE CUSTOMER, AND COMPORIUM. REVIEW IT CAREFULLY.

Services are offered at the rates and under the terms and conditions stated herein, as such rates, terms and conditions may be modified by the Company from time to time. As used herein, “you,” “your” or “customer” refers to the individual or entity (and such entity’s affiliates, subsidiaries, and successors, as authorized) using or paying for the Services. **THE EARLIER OF (1) YOUR USE OF A COMPANY SERVICE OR (2) YOUR WRITTEN OR ELECTRONIC ACCEPTANCE OF THIS AGREEMENT BY OR DURING SUBMISSION OF AN ORDER FOR ANY SERVICE CONSTITUTES YOUR ACCEPTANCE OF THE RATES, TERMS, AND CONDITIONS SET FORTH HEREIN.**

¹ Lifeline Assistance Programs, the Link-Up Program, 911 services and some other services are still contained in the Company’s General Subscriber Services Tariff on file with the North Carolina Utilities Commission. Individual exchange service area maps are also on file with the North Carolina Utilities Commission.

Detailed descriptions of the Services offered by the Company are set forth below. This statement of the terms and conditions on which the Company offers Services supersede all previous representations, agreements, or understandings between the parties and shall be the controlling terms of the agreement for Services rendered by Comporium to you.

RATES AND CHANGES IN RATES, TERMS AND CONDITIONS. As noted above, current rates for Services and other terms and conditions associated with the Services are posted at www.comporium.com. The Company reserves the right to make price changes for any Service or changes in these terms and conditions upon 14 days advance notice. In addition, the Company will provide additional notice by any commercially reasonable method including, but not limited to, a bill insert or a bill message. You will be bound by any change in the rates, terms and conditions of the Services unless you cancel your Service as provided for in Section 13 below, prior to the effective date of the change. For those customers unable to access the Company's rates, terms and conditions of service posted on its websites, the Company also maintains updated rates, terms, and conditions documents in its offices located at 190 E Main Street, Brevard, North Carolina, 28712.

Comporium's filed tariffs or price list may govern certain matters associated with services purchased in addition to the Services governed hereby. Any such charges related to those services will be automatically included in each bill and are in addition to the aforementioned rates and charges.

LIABILITY OF THE COMPANY. The liability of the Company, if any, for interruption, delays, or failures in transmissions (any one of which is considered a "Service Problem"), whether caused by the negligence of the Company or otherwise, is limited solely to credits issued by the Company to you. No credit will exceed the charges billed by the Company to you for the period during which the Service Problem occurred. The Company will issue a credit only when the Service Problem lasts more than 24 hours. The Company reserves the right to require you to apply for any such credit in writing. The Company may also deny your request for credit where your evidence is inconclusive or insufficient or the request for credit is otherwise unwarranted.

CUSTOMER UNDERSTANDS AND AGREES THAT COMPORIUM SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, EXEMPLARY OR PUNITIVE DAMAGES (INCLUDING THE LOSS OF GOODWILL, LOSSES ASSOCIATED WITH LOST OR STOLEN DATA, LOST SAVINGS, AND/OR LOST PROFITS) ARISING OUT OF OR OTHERWISE RELATING TO COMPORIUM PROVIDING OR FAILING TO PROVIDE SERVICES TO THE CUSTOMER. CUSTOMER AGREES THAT ITS EXCLUSIVE REMEDY AGAINST COMPORIUM FOR DAMAGES ARISING FROM CUSTOMER'S USE OF COMPORIUM SERVICES IS TO DISCONTINUE USE OF COMPORIUM SERVICES AND TO REQUEST CREDIT AS PROVIDED FOR ABOVE. THE LIMITATIONS SET FORTH HEREIN APPLY TO ANY AND ALL CLAIMS, INCLUDING THOSE FOUNDED IN BREACH OF CONTRACT, BREACH OF WARRANTY, PRODUCT LIABILITY, TORT AND ANY AND ALL OTHER THEORIES OF LIABILITY.

In no event shall Comporium be liable to Customer or any person or entity for any cost, damage or harm whatsoever arising from: (a) Customer's negligence or willful acts; (b) the attachment or use of any equipment or wiring by Customer which is used in conjunction with a Service; (c) the use of any facilities of other carriers by Comporium in rendering Services; (d) errors or omissions associated with your telephone number or listing information provided via directory assistance; (e) any unlawful use of any Comporium Services or violation of Comporium's policies; or (f) any acts beyond the control of the Company including, but not limited to: (1) acts of God, riots, fire, flood or other catastrophe; or (2) any law, regulation, directive, order or request of any federal or state governmental authority or agency having jurisdiction over Comporium or its Services.

You are responsible for charges for services ordered from any Local Exchange Carrier or other entity for telecommunications services and/or facilities connecting you and the Company.

You are responsible for adherence to the rules and regulations pertaining to Customer Provided Equipment ("CPE") or services other than those provided by the Company that you use to connect to the switched public telephone network, including but not limited to the Federal Communications Commission ("FCC") Regulations found in 47 C.F.R. Part 68.

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SECTION 1 - DEFINITION OF TERMS

ACCESSORIES

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

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company and manufactured in accordance with the design set forth in Bell specifications and in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a conforming answering device.

AUTOMATED COLLECT CALL

A call placed and billed to the called telephone number without the assistance or intervention of a human operator.

AUXILIARY LINE

An additional individual access line used for one-way (inward to the subscriber) service.

BASIC TERMINATION CHARGE

See "Termination Charge".

BUILDING (SAME)

The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of the Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered passageways.

CALLING AREA

See "Local Service Area".

CANCELLATION CHARGE

A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE

A central office is a local operating unit by means of which intercommunication is provided for subscribers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "central office lines".

CENTRAL OFFICE LINE

See "Exchange Access Line"

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

- a. For Exchange Service:
 - Grade of Line: Individual line (see also "Primary Class of Service")
 - Type of Rate: Flat rate
 - Character of Use: Business or residence
 - Dialing Method: Tone dial or rotary

- b. For Long Distance Service:
 - Type of Call: Station-to-station or person-to-person

- b. For Wide Area Telephone Service:
 - Type of Rate: Full time or measured time

COIN BOX TELEPHONE

A telephone set equipped with a device for collecting money in payment of telephone messages and used in connection with either public or semipublic telephone service.

COLLECT CALL

The term "collect call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Credit Card or third party number. In the case of a public or semipublic coin telephone the charges must be billed to a Credit Card or third party number, or the call may be reoriginated from the called station.

COMMUNICATIONS SYSTEM

Channels and other facilities which are capable, when not connected to telecommunications services, of communications between terminal equipment.

COMPANY ATTENDED PUBLIC TELEPHONES

See "Public Telephone".

CONFORMANCE NUMBER

An identifying number assigned by AT&T to a particular model of conforming answering device incorporating an authorized protective connecting module when that model complies with the latest issue of AT&T specifications for conforming answering services.

CONFORMING ANSWERING DEVICE

The term “conforming device” denotes a device which automatically answers calls, transmits a prerecorded voice message or appropriate audible signal to the calling party, records a voice message from the calling party so designed and arranged; and automatically disconnects from the line in a prearranged manner in completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

CONFORMING DEVICE

A terminal device, bearing a valid identification number, which has been approved by the Company for connection to Company facilities.

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with facilities of the Company or of facilities of the Company with other facilities of the Company. See also “Protector/Interface Location”.

CONSTRUCTION CHARGE

A separate charge authorized in these terms and conditions for construction of pole lines, circuits, facilities, etc.

CREDIT CARD

The term “credit card” denotes a billing arrangement by which a call may be charged to an authorized Telephone Company Credit Card number.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wirings, provided by a customer, which do not constitute a communications system, and which when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 15 of these terms and conditions.

DIRECT ELECTRICAL CONNECTION

The term “Direct Electrical Connection” denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS

The publication in the Company’s directory and/or information records of information relative to a subscriber’s telephone number, by which telephone and TWX users are enabled to ascertain the call number of the desired station.

- a. Caption Listing: The listing of a subscriber’s name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

- b. Dual-name Listing: A directory listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- c. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.

DIRECTORY LISTINGS (Cont'd)

- d. Indented Listing: A directory listing indented under another listing.
- e. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DISCONNECTION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of Company regulations by the subscriber, for a permanent interruption of telephone service. Once effected, telephone service and any Company-owned telephone equipment will be removed from the subscriber's premises and a "final" bill would be tendered showing monies owed to the Company the date service was disconnected.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the protector/interface device.

DUAL SERVICE

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move.

EXCHANGE

A central office or group of central offices, together with the subscriber's lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between subscribers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

EXCHANGE ACCESS LINE

The serving central office line equipment and all Company plant facilities up to and including the Company-provided protector/interface device. The facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the service use offering selected by the customer. Exchange access lines are subdivided as follows:

EXCHANGE ACCESS LINE (Cont'd)

- a. Central Office Line: A circuit extending from a central office to the location of an individual access line or a PBX, and to other services.
- b. Exchange Access Line: The circuit portion of an exchange access line which extends from the main service location to the central office.

- c. Key System Station Line: The circuit portion of a key system main station. It consists of all facilities, including intercommunication and outside plant facilities from the key system dial switching equipment to the point of connection to the telecommunications network.
- d. PBX Station Line: The circuit portion of a PBX station, it consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX station location on a customer's premises.
- e. Tie Line: A circuit connecting PBX and/or other switching arrangements.
- f. Trunk Line: A circuit extending from a central office and terminating in PBX switching equipment, key systems, and to other switching arrangements.

EXCHANGE SERVICE AREA

The territory, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXCHANGE SERVICE

The general telephone service rendered in accordance with these terms and conditions. "Exchange service" is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of these terms and conditions. As a standard provision of Exchange Service, central office equipment provides the capability of handling both DTMF (i.e., touchtone, Tone-Dial service) and dial pulse (rotary) signaling for the origination of calls.

- a. Flat Rate Service
 - 1. Flat Rate Service: A classification of exchange service for which a stipulated charge is made.
- b. Individual Line Service
 - 1. Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the line connecting such access lines with the central office or other switching unit.

EXCHANGE SERVICE (Cont'd)

- c. Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- d. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- e. Tone-Dial Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

EXTENDED AREA SERVICE

A type of telephone service furnished whereby subscribers of a given exchange may complete calls to, and where provided by these terms and conditions, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

FACSIMILE SERVICE

A service or process such that written or printed documents are reduced to an electronic form on an originating location facsimile device and transmitted by some means to a terminating facsimile device which reconstructs the documents in written or printed form. The term “voice facsimile service” refers to the use of devices providing facsimile service with associated voice capability so that the end user is able to make conventional voice calls as well as electronic transmittals over the same instrument. “Voiceless facsimile service” offers only the means of facsimile transmittals with no associated voice capability.

- a. Public Facsimile Service: Facsimile service made available to the public for compensation and transmitted over the telephone network.

FLAT RATE SERVICE

See “Exchange Service”.

FOREIGN CENTRAL OFFICE MILEAGE

See “Mileage Charges”.

FOREIGN CENTRAL OFFICE SERVICE

See “Exchange Service”.

FOREIGN EXCHANGE LISTING

See “Directory Listing”.

FOREIGN EXCHANGE MILEAGE

See “Mileage Charges”.

FOREIGN EXCHANGE SERVICE

See “Exchange Service”.

INDENTED LISTING

See “Directory Listing”.

INITIAL CHARGE

See “Installation Charge”.

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain items or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called and “initial” charge.

KEY SYSTEM TRUNK

A key trunk is any central office exchange line which terminates at the protector/interface location to serve stations accommodating more than one such line.

LATA

See “Local Access and Transport Area”.

LIFELINE

A low income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by universal service funding.

LINE

See “Exchange Access Line”.

LINK-UP

A low income assistance program, available to qualified residential subscribers, which reduces charges for connection of service through credits supported by universal service funding.

LISTING

See “Directory Listing”.

LOCAL ACCESS AND TRANSPORT AREA

A geographic area established for the administration of communication service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA

See “Local Service Area”.

LOCAL CALLING AREA

See “Local Service Area”.

LOCAL MESSAGE

See “Message”.

LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station or other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' communications on an individual basis between rate centers, or in connection with toll stations, within the same rate center.

a. Station-to-Station Call

A service whereby the person originating the call either dials the telephone number desired, or gives to the operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, PBX, or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular station, department or office to be reached through a PBX attendant.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

b. Person-to-Person Call

A service whereby the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a PBX attendant.

c. Appointment Call

An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

MESSAGE

A communication between two stations. Messages may be classified as follows:

- a. Local Message: A message between stations within the same local service area.
- b. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge is made.

MILEAGE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

- a. Airline Measurement: The shortest distance between two points.
- b. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, or key system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.
- c. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX, or key system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate.
- d. Route Measurement: The actual length of a circuit between two points.
- e. Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with these terms and conditions.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber services.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes the terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NON-LISTED TELEPHONE

A non-listed telephone is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

NON-PUBLISHED NUMBER SERVICE

A non-published telephone number is one for which no listing appears in the alphabetical section of the directory or in the "Directory Assistance" records. Calls are completed to such stations only when the number is given by the calling party.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service."

PREMISES (SAME)

The term "same premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or combination thereof, and not intersected by a public road or by property occupied by others: (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others: or (c) the continuous property operated as a single farm whether or not intersected by a public road.

PRIMARY CLASS OF SERVICE

Any exchange service which the Company undertakes to furnish at any point within the exchange area at a rate common to all applicants for the same class.

PRIVATE BRANCH EXCHANGE (PBX) TRUNK

A central office line (circuit) connecting a PBX system with the central office.

PRIVATE TELEPHONE NUMBER

See “Non-published Number Service”.

PROTECTOR/INTERFACE DEVICE

The term “Protector/Interface Device” denotes the equipment provided by the Company as part of exchange access, WATS, or Private Line services. All premises services will connect to the telecommunications network through the Protector/Interface Device.

PROTECTOR/INTERFACE LOCATION

The Protector/Interface location is the point where facilities enter a customer’s premises. It will be located outside the customer’s premises. It will be located outside the customer’s premises and will be established as the end of the Company-provided service.

PUBLIC FACSIMILE SERVICE

See “Facsimile Service”.

PUBLIC TELEPHONE SERVICE

An exchange main station installed on the Company’s initiative, or at the Company’s option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

- a. Coin Box Public Telephone: A public telephone equipped with a coin collecting device into which all payments for the use of the telephone may be deposited.

REFERENCE LISTING

See “Directory Listing”.

ROUTE MEASUREMENT

See “Mileage Charges”.

SEMIPUBLIC TELEPHONE

An exchange individual business access line generally including a coin box, furnished at locations reasonably accessible to the public but not suitable for the installation of public telephones.

SERVICE CHARGE

A non-recurring charge, consisting of one or more individual charges for work required due to a subscriber’s request, applying to the establishment of basic telephone service and certain subsequent additions, moves, and/or changes to that service.

SHARING AND RESALE OF TELEPHONE SERVICE

A telecommunication arrangement where two or more unrelated parties located on the same continuous premises utilize a common telephone service as specified in Section 23 of these terms and conditions.

STATION

A unit of service, complete with instrument, either customer or Company provided, and lines (circuits) so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments, when furnished by the company, and lines are rated separately, unless otherwise specified in these terms and conditions.

- a. Exchange Station: A station which is used for exchange service and is directly or indirectly connected with a central office.
- b. Main and Extension Stations:
 - 1) Main Station: A station directly connected by means of an individual line with a central office.
 - 2) Extension Station: An additional station connected on the same circuit as the main station

STATION LINE

See "Exchange Access Line"

Note 1: The only company provided instruments on and after January 1988, will be part of Coin Telephone Service. See Section 7 for rates and regulations.

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service".

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provision and regulations of these terms and conditions.

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber or initiated by the Company for violation of Company regulations by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's Service facilities remain at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

TELECOMMUNICATIONS SERVICE

The various services offered by the Company as specified in these terms and conditions.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TIE LINE

See “Exchange Access Line”.

TIE LINE MILEAGE

See “Mileage Charges”.

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See “Message”.

TOLL SERVICE

See “Long Distance Message Telecommunications Service”.

TONE DIAL CALLING SERVICE

See “Exchange Service”.

TRANSIENT TENANT

A tenant who occupies a dwelling for a period of less than three months during any twelve-month period, except for a person temporarily subleasing a residential premise.

USOC

Uniform Service Order Code

WATS

See “Wide Area Telecommunications Service”.

WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial type telephone communications between a wide area service access line and other exchange and toll station telephones in the area prescribed in these terms and conditions.

SECTION 2 - GENERAL REGULATIONS

2.1 APPLICATION

The regulations specified herein are applicable to all communication services offered in these terms and conditions by the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of these terms and conditions.

2.2 LIMITATIONS AND USE OF SERVICE

2.2.1 Use of Subscriber's Service

A. Except as specified following and as otherwise provided in these terms and conditions, telephone equipment, facilities, and services are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment. Service may be shared but not resold by the respective subscribers with the following:

1. Users of Semipublic telephone service.
2. Patrons of hospitals, nursing homes, rest homes and licensed retirements centers.
3. Members of clubs.
4. Students living in quarters furnished by schools, colleges, or universities. Nonprofit colleges and universities may share or resale service to its students under the provisions of B.1 following.
5. Persons temporarily subleasing a subscriber's residential premises.

B. Except as specified following and as otherwise provided in these terms and conditions, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm, or corporation for such use, or in the collection, transmission or delivery of any communication for others. Service may be shared by the respective subscriber with the following or resold by the respective subscriber to the following:

1. Clients of providers of Sharing and Resale of Telephone Services as specified in Section 23.
2. Patrons of hotels and motels as specified in Section 23.1.1.c.
3. Students or guests housed in quarters furnished by nonprofit colleges or universities, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food or other support services directly to or for the institution, its students or guests as specified in Section 23.1.1.A.3.
4. Occupants of time-share or condominium complexes serving primarily transient tenants as specified in Section 23.1.1.C.
5. Customers of an International Record Carrier engaged in the provision of overseas data message service.
6. Communications common carriers engaged in the provision of public telegram message business.
7. Users of Public Telephone Access Service (PTAS) for Customer Provided Equipment.

8. City and county agencies within the state of North Carolina participating in the state network as provided in the North Carolina G.S.62-110(d).
- C. Use of Long Distance Message Telecommunications Service (MTS). Wide Area Telecommunications Service (WATS) and Foreign Exchange Service (as provided in Section 9.1.1) may be extended to customers of long distance carriers authorized by North Carolina Utilities Commission (NCUC) to provide intrastate intraLATA long distance service.
- D. Use of Long Distance Message Telecommunications Service (MTS) and Wide Area Telecommunications Service (WATS) may be extended for resale to patrons of hotels and motels and to occupants of time-share and/or condominium complexes operated primarily to serve transient occupants. The service may be extended to the “exception group” only as defined in Section 23.1.1.A.2.
- E. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

2.2.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

2.2.3 Terminal Equipment, Communications Systems and Customer Premises Inside Wiring

Terminal equipment, communications systems and complex customer premises inside wiring may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 15 of this tariff. Refer to Section 2.9 for customer premises inside wiring associated with residence and business individual basic exchange services.

2.2.4 Accessories Provided by the Subscriber

Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the service for which they are furnished under this tariff are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2.2.5 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that in the interest of protecting the privacy of the telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this tariff.

2.2.6 Recorded Public Announcements

a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- (1) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided
- (2) Subscribers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.
- (3) Non-published telephone numbers will not be furnished for use with recorded public announcements.
- (4) Failure to comply with the provision of this tariff shall be cause for termination of service.

2.2.7 Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

2.2.8 Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

2.2.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

2.2.10 Cancellation of Service for Cause

a. The Company may either suspend service or terminate the subscriber's service without suspension, or following a suspension of service disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the service.
- (2) Failure of a subscriber to make suitable deposit as required by this tariff.
- (3) Impersonation of another with fraudulent intent.
- (5) Non-payment of any sum due for exchange, long distance or other services.
- (6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of

telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

- (7) Abuse or fraudulent use of service; such abuse or fraudulent use includes:
- (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
 - (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telecommunications service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
 - (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another;
 - (d) The use of profane or obscene language;
 - (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
- (8) Any other violation of the Company's regulations.

Items (2) and (5) preceding are to be administered in accordance with 2.4.2 of these terms and conditions.

b. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same and to remove its property from the premises of such person.

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE

2.3.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without reasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5, except as otherwise specified.
- d. In accordance with the Final Order of the Federal Communications Commission (FCC) in Docket

81-893 all embedded customer premises equipment (CPE) as defined by the FCC, on and after January 1, 1988, will no longer be provided by the Company for use with new or existing service, except for specialized equipment for the disabled (SCPE). SCPE is available upon subscriber request on a monthly tariffed basis as specified in Section 14.11. Such terminal equipment may be purchased new if necessary to meet subscriber demand.

2.3.3 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for service until satisfactory arrangements have been made for the payment of such indebtedness.
- c. If telephone service is established and it is subsequently determined that either condition in b. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- d. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to the completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- e. When equipment has been ordered for the specific needs of a subscriber and the installation thereof is unduly delayed by, or at the request of, the subscriber, appropriate charges apply for such equipment for the period of the delay.
- f. When a subscriber requests a change in location of all or a part of the facilities covered by his application for service or requests for additions, rearrangements, or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

2.3.4 Application of Rates for Business and Residence Service

- a. Although in general business rates apply at business locations and resident rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the listing required is such as to indicate business use. Business rates apply for:
 - (1) Offices, stores, factories, mines and all other places of strictly business nature.
 - (2) Boarding houses, except as modified under Section 2.3.3.c (2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified

under 2.3.3.c. (5); public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

NOTE: For the purpose of these terms and conditions, a boarding house is defined as a house or apartment where rooms are rented, or boarders taken or both. Such houses or apartments may obtain service at residence rates when, in the judgment of the Company, they are not conducted primarily for business purposes and are listed as residences.

3. Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
4. Residence locations, where an extension of the exchange access line is located in any place where business rates would apply under the provisions of this tariff.
5. Service terminating solely on the secretarial facilities of a secretarial answering firm.
6. Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under 2.3.4.C.(3).
7. All other locations where the subscriber's primary use of the service is for business purposes.

C. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

- (1) Private residences on service not employing business listings.
 - (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.
 - (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", and "Professor" are not considered business designations.
 - (4) Carport, garage, or private stable when strictly a part of the subscriber's domestic establishment.
 - (5) College fraternity houses where members of the fraternity lodge within the house.
 - (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
 - (7) Lines which are terminated in facilities or equipment of an amateur radio licensee and used for control of amateur radio communications repeaters and for no purpose which would otherwise cause the service to be classified as business.
 - (8) Services provided to family care homes. For the purpose of this provision, a family care home is defined as a home with support and supervisory personnel that provides room and board, personal care and habilitation services in a family environment for not more than six resident handicapped persons.
- d. Changes from a business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to residence classification of his service, as

specified in c. above. Ordinarily the subscriber's business number is to be changed and a new number assigned to the residence service without reference of calls.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer used substantially for business purposes or if any family care home classified as business requests a change in the classification from business to residence on or before April 10, 1995.

- e. Changes from residence to business service may be made without change in telephone number, if the subscriber desires. Service charges which apply for such changes, are quoted in Section 4 of this Tariff.

2.3.5 Transfer of Service Between Subscribers

- a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in the case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:
 - (1) If the new subscriber, fully understands the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, future bills are then
 - a. (1) rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listings.
 - (2) If the new subscriber does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.
- b. Under either method of transfer, the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgment of the Company a change in the telephone number is not required.
- c. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

2.3.6 Initial Service Periods

- a. Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of the service.
- b. The initial service period for Enterprise Service (Special Reversed Charge Toll) is two months.
- c. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this tariff containing the service offered or stated along with that offering.

2.3.7 Floor Space, Electric Power and Operating at the Subscriber's Premises

- a. The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.
- b. All operating required for the use of communications facilities provided by the Company at the subscriber's premises, will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

2.3.8 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated, and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or upon termination or cancellation of the service to remove such equipment and facilities.
- b. Subscribers may not disconnect or remove, or permit others to disconnect or remove, any apparatus installed by the Company, except upon the written consent of the Company.
- c. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof excepted.

2.3.9 Provision and Ownership Directories

- a. Telephone directories shall be issued by each telephone utility operating in North Carolina approximately every twelve months. The directory shall remain the property of the utility until the succeeding issue becomes effective. Current directories shall not be mutilated or destroyed and shall be surrendered upon request of the utility.
- b. Directories which are the property of the telephone utility are furnished to subscribers as part of the telephone service.
- c. Local directories shall be distributed one (1) copy per access line with additional copies available on request.
- d. All non-telephone utility advertising shall be confined to the yellow pages only.

2.3.10 Provision of Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

2.3.11 Maintenance and Repairs

In case of damage, loss, theft or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with replacement of the property damaged, lost, stolen or destroyed. or the expense incurred in restoring it to its original condition.

2.3.12 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

2.3.13 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that all work in connection with furnishing (not repairing) or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing (not repairing) or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

2.3.14 Suspension of Business and Residence Service

a. General

- (1) Upon request of a subscriber, exchange access line service and associated equipment, key and pushbutton systems or private branch exchange service as herein specified, may be temporarily suspended for a period of two (2) months or more.
- (2) A subscriber for business or residence branch exchange service may suspend a portion of the service furnished. Such suspension is applicable only to such position, trunks, stations, station lines, and auxiliary station equipment as can be temporarily suspended without suspension of the entire service. The suspension of a portion of the service is limited to six months in any one calendar year.
- (3) When a complete service or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
- (4) In connection with complete suspension of service, local or toll service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a station at which service is suspended may be referred to the call number of another station in the same exchange.
- (5) The charge for the total suspension period may be collected in advance.
- (6) There is no reduction in the charge for foreign central office and foreign exchange line mileage during the period of suspension.

- (7) In connection with service at a concession rate, the charge for service during the period of suspension is 50 percent of the rate regularly charged for service without concession, except in case the concession is 50 percent or more, then the charge during the period of suspension is the rate regularly charged for the concession service.

b. Application of Charges

(1) Exchange Access Line Service

- (a) The charge for exchange access line service and associated equipment and services during the period of suspension is 50 percent of the rate regularly charged, except as specified in Section 2.3.14.a. preceding.

(2) Key and Pushbutton Systems and PBX Systems

- (a) The charge for key and pushbutton systems and PBX systems is 50 percent of the rates regularly charged except as modified in (b) following, and in Section 2.3.14.a. preceding.

- (b) The minimum charge for any twelve consecutive months shall not be less than three fourths of the total charge for full service during the twelve-month period.

2.3.15 Termination of Service

a. Termination of Service by the Company

- (1) Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply,
- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used for a purpose other than that for which it is provided or when its use interferes with or impairs or would interfere with or impair any other service rendered to the public by the Company.

b. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

2.3.16 Reserved for Future Filing

2.3.17 Residence Service for Company Employees

Residence service is available to telephone employees as follows:

- a. Employees of this company who have completed twelve months or more of net credited service will be furnished local telephone service at fifty percent (50%) of the regular rate. In cases where

the continuity of service of a new employee may reasonably be expected to exceed a term of one year or if for any reason it is desirable to allow this

- a. rate at an earlier date, it may be done upon the approval of the proper official of the Company.
- b. Service provided in accordance with Paragraph a. above will be furnished only at one location and only when the telephone is located in the employee's residence. Such employee's service will not be furnished at locations where the station is not restricted to the use of the employee and members of his immediate family or other employees residing in the same household.

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

2.4.1 Advance Payments

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

2.4.2 Deposits

2.4.4 Payments for Service

(a) All charges due by the subscriber are payable to the Company's Business Office or at any agency authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered; the account shall be deemed correct and binding upon the subscriber.

(b) The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.

(c) Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section 4 of this tariff.

(d) When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.

(e) In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any past due account.

2.4.5 Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from

the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

GENERAL REGULATIONS

2.4.6 Provision for Certain Local Taxes and Fees

If a municipality or political subdivision collects or receives any payment or payments or any telephone service without charge or at reduced rates from the Company for or by reason of the use of the streets, alleys or public places of a municipality or political subdivision or for or by reason of the operation of the Company's business or any portion or phase thereof in the municipality or political subdivision or by reason of an agreement between the municipality or political subdivision and the Company, whether such payments or such service be called a license, occupational, privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision provided; however, the foregoing shall not apply to any such payment or payments or to any such telephone service without charge or at reduced rates during the term of any agreement or arrangement now in effect.

2.5 LIABILITY OF THE COMPANY

2.5.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occur.

2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.5.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the subscribers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

2.5.4 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of equipment, apparatus and associated wiring on such premises or by the installation or removal thereof.

2.5.5 Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

2.5.6 Equipment in Explosive Atmospheres

a. The Company does not guarantee nor make any warranty with respect to the equipment and facilities provided by it for use in an explosive atmosphere. The subscriber 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 the subscriber or by any party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

b. The Company requires each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

c. The subscriber shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area, if in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6 OBLIGATION OF THE COMPANY

2.6.1 Obligation to Furnish Service

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

BASIC LOCAL EXCHANGE SERVICE

3.1 GENERAL

A. The rates shown are for basic local exchange service.

B. Exchange Service Area for Transylvania County is identified by maps on file with the North Carolina Utilities Commission.

C. The rates for service and equipment not specifically shown in this section are presented in other sections of this Company's tariff.

D. Rates specified in Section 23 of this Tariff apply for basic local exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time share or condominium complexes serving primarily transient tenants.

3.2 RESERVED FOR FUTURE USE

3.3 MONTHLY EXCHANGE RATES

3.3.1 Authorization

Local exchange rates are authorized by the North Carolina Utilities Commission.

3.3.2 Flat Rate Service

a. The rates specified herein entitle customers to an unlimited number of messages to all stations within the service exchange area.

	<u>BUSINESS</u>
	<u>One Party</u>
<u>Exchange</u>	
Brevard	\$34.29
	<u>RESIDENCE</u>
	<u>One Party</u>
Brevard	\$22.24
Brevard – Local Access Only	\$19.96

3.3.3 Trunk Lines

a. Key System Trunk Rate	\$38.90
b. PBX Trunk Rate:	
1. Inward Only	\$50.50
2. Both Way or Outward Only	\$50.50
c. Semipublic Coin Trunk Rate See Section 7.2.4.b.	

3.4 LOCAL EXCEPTIONS

3.4.1 Lifeline

A. Description of programs.

1. Lifeline service is a federally administered program providing a monthly discount to qualifying low-income consumers for voice telephone or broadband service.
2. Tribal Link Up service is a federally administered program providing a discount to the customary charge for commencing telecommunications service to a qualifying consumer on Tribal lands.

B. Program eligibility.

In order to be eligible for assistance, a consumer must meet the eligibility requirements as set forth in Commission Rule R9-6 and 47 C.F.R. part 54, subpart E of the Federal Communication Commission's rules.

C. Verification of eligibility.

The method of verification of the eligibility criteria as set forth in (b) above shall be a national eligibility verifier. Until the national eligibility verifier has been established to verify eligibility in North Carolina, the verification method will be self-certification by the recipients of the eligible programs.

D. Support.

The monthly recurring and one-time connection discount provided to consumers through the Lifeline and Link Up programs is set forth in 47 C.F.R. part 54, subpart E of the Federal Communications Commission's rules.

3.4.2 Limited Local

(A) Description of Program.

(1) Telephone customers may subscribe to Limited Local service as an alternative to basic local exchange service. Limited Local is an optional local exchange service that provides less functionality than basic local service for a reduced rate. Limited Local provides unlimited calling only to access lines within the same exchange as the subscriber. Directory assistance, operator services, inbound calling, and long-distance calling are not available with Limited Local. Toll-free numbers may be accessed with Limited Local.

(B) Rates

<u>Individual Lines (One Party)</u>	<u>Monthly Rate</u>
Limited Local	\$4.95

3.4 RESERVED FOR FUTURE USE.

3.5 LOCAL CALLING AREAS

The rates specified in 3.3 of this section, entitle customers to access all stations within Transylvania County.

3.6 EXPANDED LOCAL CALLING

3.6.1 Description

- a. Expanded Local Calling Service provides for unlimited flat rate calling to service exchange area identified in Section 3.3.2 as well as calling to exchanges within the Expanded Local Calling Area identified in Section 3.6.3 based on the usage schedule specified in Section 3.6.4 following.

3.6.2 Applications and Regulations

- a. Expanded Local Calling Service as provided for herein is intended for the personal use or individual business use of the subscriber and may not be resold to others on a planned and continuing basis to intentionally avoid the payment of usage charges by others.
- b. Expanded local Calling Service is provided on a per line or trunk basis, and service is provided for all lines or trunks which serve the premises where the call originates.
- c. Expanded Local Calling Service is available on operator-assisted calls. The usage charges utilized will be those applicable to the calling number rather than any which may apply to the billed number
- d. Upon introduction of this service, all residential and business one-party and trunk customers will be provided Expanded Local Calling Service on a seven digit dialing basis.
- e. Directory Assistance charges, and charges for associated services, as specified in Section 3.9.2 will apply to Expanded Local Calling Service.
- f. Residence and business customers will continue to receive flat rate, unlimited calling within the basic local calling area identified in Section 3.3.2 of this Tariff. Calls to other exchanges within the Expanded Local Calling Area will be rated in accordance with the usage schedule specified in Section 3.6.4.
- g. Expanded Local Calling Service is not offered to Public Telephone Access Service Customers, semi-public or public pay phones
- h. Those customers who currently have toll restriction as provided in Section 13.12 and 13.20 will automatically be provided with toll restriction for calling to the Expanded Local Calling Area. Customers ordering toll restriction after the effective date of this tariff revision shall be charged as provided in Section 13.12.2 and 13 .20.3.
- i. Speech and Hearing Impaired Persons may qualify for a 50% discount on Expanded Local Calling Service Charges.

3.6.3 Expanded Local Area Calling

- a. The rates specified in Section 3.6.4 following will apply to calls to the following exchanges, which is the Expanded Local Calling Area.

Expanded Local Calling Area Exchanges

Asheville	Hendersonville
Arden	Highlands
Black Mountain	Lake Lure
Canton	Leicester
Cashiers	Maggie Valley
Cherokee	Marshall
Clyde	Saluda
Cullowhee	Swannanoa
Enka-Candler	Sylva
Fairview	Waynesville
Franklin	Weaverville

3.6.4 Rates and Charges

- a. The following usage rates are applicable at all times to originating calls as specified in 3.6.1 preceding to any other exchange in the Expanded Local Calling Area specified in 3.6.3 preceding.

Per Call: \$0.00

Per Minute: \$0.00

- b. Rates for hearing or Speech Impaired Persons

1. Rates for certain Expanded Local Calling calls are reduced for residence or single-line business customer who meets the following requirements:
 - (a) The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communications.
 - (b) The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunication.
 - (c) The customer makes written application to the Company for the reduced Expanded Local Calling rates.
 - (d) The customer designates to the Company one and only one telephone number associated with that customer's service and telecommunications device.
 - (e) The reduced rates specified in 4. following apply for all TDD calls originated from the designated telephone number or associated credit card.
2. Rates for certain Expanded Local Calling calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:
 - (a) The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
 - (b) The agency or business makes a one-time written application for eligibility to the Company for the reduced Expanded Local Calling usage rates.
 - (c) The reduced rates are given as a credit on a subsequent bill.
 - (d) The reduced rates specified in 4. following apply for all calls placed between TDDs.
3. Rates for certain Expanded Local Calling usage rates are reduced for individuals equipped with TDDs for communicating with hearing or speech impaired persons under the following conditions:
 - (a) The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.
 - (b) The customer makes a one-time written application for eligibility to the Company for reduced Expanded Local Calling usage rates.
 - (c) The reduced rates are given as a credit on a subsequent bill.
 - (d) The reduced rates specified in 4. following apply for all calls placed between TDDs
4. A qualified call receives a 50% discount

Exchanges for Expanded Local Calling are as specified in Section 3.6.3.a. above.

3.6.5 Local Usage Detail

- a. Local Usage Detail (“LUD”) is a listing of usage-sensitive* local call details for all dialed sent-paid calls. LUD provide a listing of call detail for calls to exchanges in the Expanded Local Calling Area specified in 3.6.3. preceding.
- b. LUD will be automatically provided to all subscribers at no charge.

3.7 RESERVED FOR FUTURE USE

3.8 RESERVED FOR FUTURE USE

*Usage-sensitive calls are those calls placed to exchanges which are subject to usage rates as specified in Section 3.6.4.

3.9 DIRECTORY ASSISTANCE SERVICE

3.9.1 General

The Company furnishes Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

When a party in North Carolina requests assistance in obtaining telephone numbers of subscribers who are located within the same local calling area as the calling party, the charges set forth below apply.

3.9.2 Rates

- a. A charge of **\$2.99** is applicable for each direct dialed inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitute only one inquiry.
- b. In order to make allowance for a reasonable need for local calling area Directory Assistance including numbers not in the directory, directory inaccessibility and other similar conditions, no charge applies for the first five direct dialed inquiries per month per main telephone or PBX trunk or for the first direct dialed inquiry per month per Centrex main station.

The allowance is cumulative for all group-billed services furnished to the same subscriber within an exchange and applies only to requests for telephone numbers of subscribers located within the same calling area as the calling party. The allowance applies only to calls placed to the designated service code or number for local Directory Assistance. No allowance is applicable for calls for telephone numbers of subscribers located outside of the local calling area of the calling party.

- c. Charges for Directory Assistance Service are not applicable to inquiries received from Public and Semipublic telephones or to inquiries from services furnished for subscribers or primary users who are blind or handicapped to the extent they are unable to use the directory.

3.10 OPERATOR ASSISTED LOCAL CALLS

3.10.1 Operator Assisted Calls

- A. All types of local exchange service have local calling within the Brevard Exchange.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.¹
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate.
 - 1. Station-to-Station customer dialed credit card local call.

	<u>Nonrecurring Charge</u>
(a) Each	\$.30
 - 2. Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls

(a) Each	1.99
----------	------
 - 3. Person-to-Person operator assisted local call

(a) Each	2.99
----------	------
- D. The following Operator Assisted Local Calls are exempted from the service charge:
 - 1. Calls to designated Company numbers for official telephone business.
 - 2. Emergency calls to recognizable authorized civil agencies.

Note 1: The local dial rate applicable for operator-assisted local calls originated from a Public Telephone Access Service line and processed by an operator is the rate specified in Section 7.1.4.

- 3. Those cases where an operator provides assistance to:
 - a. Re-establish a call which has been interrupted after the calling number has been reached.
 - b. Reach the calling telephone number where facility problems prevent customer dial completion.
 - c. Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

3.11 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

3.11.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber originated request for verification of a local number is a chargeable verification request if an operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber-originated request for Emergency Interrupt to a local number is a chargeable Emergency Interrupt request.

3.11.2 Application of Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges for Verification and Emergency Interruption may be billed to the originating number, a calling card number or a third number. Charges for Emergency Interrupt may be billed on a collect basis at the discretion of the Company in the absence of other billing options.
- C. Charges for verification will not be billed on a collect basis.
- D. No operator assisted surcharge will apply in addition to the applicable Verification and Emergency Interrupt charges.
- E. If the number verified is not in use, or as a result of interrupt the line is cleared and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in 3.10 of this Tariff apply in addition to the applicable Verification and Emergency Interrupt charges.

1. Verification Request	Nonrecurring <u>Charge</u>
(a) Each request	\$.95
2. Emergency Interrupt Request	
(a) Each request ¹	.45

Note 1: A charge for a Verification Request also applies.

SECTION 4 - SERVICE CHARGES

4.1 DEFINITIONS

4.1.1 Service Charge

A service charge consists of one or more of the following nonrecurring charges for work required due to subscriber request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operation.

- A. Service Order Charge - Applicable for receiving information and taking action in connection with a subscriber's or applicant's request. Service order charges are classified as either primary or secondary.
- B. Premises Visit Charge - Applicable for a required trip to subscriber's premises in connection with establishment of service or rearrangement of service.
- C. Central Office Work Charge - Applicable for testing and connecting functions required within the central office.
- D. Miscellaneous Charge – Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges.
- E. Restoration Charge – Applicable for restoral of service following a temporary suspension of such service.
- F. Termination Charge - Applicable for subscriber's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item.
- G. Maintenance Service Charge — See Section 15.4.
- H. Returned Check Charge - Applicable upon failure of the issuing bank to honor a check tendered for payment of a customer's telephone account.

4.1.2 Terminal Equipment

Equipment at the subscriber's or user's end(s) of a communication, intercommunication, signaling, or paging circuit.

4.1.3 Auxiliary Terminal Equipment

Auxiliary terminal equipment includes all terminal equipment other than single-line instruments.

4.2 APPLICATION

4.2.1 General

- A. Service charges are applicable for all services furnished to the subscriber as herein provided. The charges are intended as a means of recovering a portion of the costs of the operations required due to subscribers' requests.
- B. Service charges are not applicable for:
 - 1. Work functions which are not required due to the subscriber's request.
 - 2. Normal maintenance and repair of the Company's service.
 - 3. An upgrade or downgrade of exchange service.
 - 4. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsoleted services, etc.

5. Record orders issued for correction purposes.
 6. Change or correction in name or billing address when there is no change in responsibility and no connection, disconnection, move or change in the service.
 7. Change in telephone number or change or correction of directory listings made at the Company's initiative or at the subscriber's request when the change is required for continuation of satisfactory service or would aid in the identification of the subscriber's number.
 8. Connection of customer-provided equipment to existing service when all required service facilities are in place and the service order is issued solely for this purpose.
- C. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of service. Termination charges apply only as specified in Section 4.6.
- D. Charges specified in this section do not apply to services furnished under the concurrence provisions filed in Section 18, 19, and 20, or to additions or exception to the concurrence provisions filed in Section 20. These services include Enterprise Service, WATS access lines and access line extensions and all interexchange services and channels.
- E. Changes in the location of service terminations to points outside the main protector/interface location on the customer's premises are considered new installations at the new location.
- F. Service charges specified in this section apply to only the basic local exchange service portion of foreign exchange, foreign central office, and off-premises extension service. Other nonrecurring charges applicable to these services are indicated in the sections covering these services.
- G. The combination of charges applicable for a move or change of service will not exceed the charges applicable for a new installation of that service except as specified in 4.5.2.
- H. Service connection charges on employees' service will be made at the same percentage applicable to local telephone service as specified in Section 2.

Service charges do not apply for the reestablishment for the same subscriber of service at a location which has been destroyed or made untenable by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous subscriber.

When all required service facilities are already in place to the protector/interface location, a service charge does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of Part 68 of FCC Rules and Regulations. If additional facilities are required or requested, the appropriate service charge(s) will apply.

- I. Incorporated in this section is the assumption that the subscriber will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the subscriber insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as additional service orders processed to effect multiple dates requested by the subscriber will be charged for at the levels specified in Section 4.3. Other activity necessitated by requests of the subscriber such as work during other than normal business hours will be charged for at levels not to exceed differential costs of labor and material.

- J. If the customer is not a known credit risk to the Company, the customer will be offered the option of payment of the amount of service charges in excess of \$50.00 in up to four monthly payments. If the customer elects the time-payment option, the following regulations will apply:
1. The total amount of service charges due up to \$50.00 will be included on the customer's first monthly bill or, at the Company's option, may be required as an advance payment.
 2. The amount of service charges in excess of \$50.00 will be included as installments in the customer's first four monthly bills after the initial billing or advance payment.
 3. Each installment will be one-fourth of the amount in excess of \$50.00 subject to minimum installment of \$5.00 or the balance due, whichever is less.
- K. If the customer does not elect the time-payment option or is known to be a credit risk to the Company, service charges will be included on the first monthly bill or, at the option of the Company, will be required as an advance payment. See Section 2.4.1.

4.2.2 Service Order Charges

- A. A service order charge is applicable in addition to the appropriate premises visit or access line connection charge.
- B. Only one service order charge is applicable for all requests for the same subscriber made at one time for service at one premises. When the subscriber specifically requests multiple completion dates which would not normally be scheduled by the Company or when the requests require work on more than one premises of the subscriber, an appropriate service order charge is applicable for each completion date and/or each premise.
- C. The primary service order charge is applicable for requests for:
1. Initial connection of service.
 2. Connection of additional central office lines, trunks, or line segments to an established service.
 3. Transfer of service involving a request for a final bill or, if a final bill is not requested, a refusal of the future customer to accept full responsibility for the former customer's account.
- D. The secondary service order charge is applicable for requests for the following connections, additions Moves or changes to an established service:
1. Reserved for Future Filing
 2. Connection or establishment of additional services or lines other than central office lines or trunks.
 3. Establishment of an additional, miscellaneous, private semiprivate. no-address or dual-name directory listing.
 4. Transfer of facilities from one building (mobile or otherwise) to another building of the same subscriber on the same premises or disconnection and connection of facilities involved in move of a building and reestablishment of service for the same subscriber on

the same premises when there is no interruption of service other than that incident to the work involved.

5. Number change or change of name or address in an established directory listing when the change is not required for continuation of satisfactory service or for correction of the Company's records.
 6. Change from business to residence or residence to business service. The charge for the class of service (business or residence) to which the subscriber's service is being converted is applicable.
 7. Restoration of service.
 8. Transfer of service where there is no lapse in service, no request for a final bill and the new customer accepts full responsibility for the former customer's account
- E. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charge would otherwise be applied, only the primary service order charge is applicable.

4.2.3 Premises Visit Charge

- A. The premises visit charge is applicable if a premises visit is required to complete any requested work on the subscriber's premises except as provided in B. below
- B. The premises visit charge does not apply for:
 1. Removal of equipment or service.
 2. Number change on a local office line or trunk except as provided in 4.2.1.K.
 3. Restoration of service.
 4. Return trips to the same premises required due to time, equipment, or service limitations of the Company.
- C. A premise visit charge applies for visits to each premise required due to the subscriber's request except that additional premises visit charges do not apply for visits to more than one premises of the same subscriber made due to requests made at one time if additional vehicular travel beyond the first premises visit is not required.
- D. A premise visit charge applies for each return visit to the subscriber's premises which is required due to requests of or limitations imposed by the subscriber.

4.2.4 Central Office Work Charge

- A. The central office work charge is applicable for work in the central office required in:
 1. Connection or reconnection of local exchange lines or trunks.
 2. Number change on a local exchange central office line or trunk.
 3. Restoration of service other than reconnection after suspension of service.
- B. One central office work charge applies for each central office line connected or restored and for a change in telephone number of each central office line or trunk.
- C. Central office work charges do not apply for:
 1. Connection, reconnection, or restoration of circuits which do not require central office work.

2. Establishment of a private or semi-private telephone number when the existing telephone number is not changed.
3. Transfer of service when there is no lapse in service.

4.3 SCHEDULE OF CHARGES

	<u>Residence</u>	<u>Business</u>
4.3.1 Service Order		
A. Primary, each.....	\$39.00	\$69.00
B. Secondary, each.....	6.00	6.50
4.3.2 Premises Visit, each.....	0.00	0.00
4.3.3 Central Office Work, each.....	0.00	0.00

4.4 INSTALLATION CHARGES

4.4.1 Installation charges for auxiliary terminal equipment and services are identified and presented herein, if applicable as a part of the offering of individual items of equipment or of service features.

4.4.2 These charges apply in addition to the charges listed in 4.3.1 through 4.3.5 above as appropriate.

4.4.3 Reserved for Future Filing

4.5 MISCELLANEOUS CHARGES

4.5.1 Changes in Telephone Numbers

A. Charge Per Telephone Number Change

<u>Residence</u>	<u>Business</u>
\$17.60	\$23.60

B. The above charges do not apply when, in the judgment of the Company, changes in telephone number are necessary for continuation of satisfactory service.

4.5.2 Reserved for Future Filing

4.5.3 Restoration of Service

A. In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of:

1. All charges due or, at the discretion of the Company, a substantial portion thereof and
2. The following applicable restoral of service charge.

<u>Residence</u>	<u>Business</u>
\$35.00	\$35.00

B. When at the request of the customer, service is temporarily suspended, the following applicable restoral of service charge will apply.

<u>Residence</u>	<u>Business</u>
\$35.00	\$35.00

4.5.4 Rearrangement of Drop Wire. Outside Circuit and/or Protector

A. For the rearrangement of a drop wire, outside circuit and/or protector initiated by the action of the subscriber, a secondary service order charge and a premise visit charge as specified in Section 4.3 will be applicable plus \$0.00 per rearrangement.

B. Charges for rearrangement are not applicable if the rearrangement, move, or change is required for the continuation of satisfactory service.

4.5.5 Returned Check Charge

A. When a check tendered for payment of a customer's account is subsequently returned by the bank due to failure of the issuing bank to honor the check for a good and sufficient reason, a \$16.50 fee will be charged to the customer for such returned check.

B. The Company, at its option for good cause, may refuse to accept a check tendered as payment on a customer's account.

4.5.6 Special Handling Charge

When, as a result of a subscriber's continuing refusal to pay federal excise tax on a telephone account as a form of taxpayer or other protest and the telephone company is required to handle this account on a special and exceptional basis, a charge of \$9.71 will apply for each occurrence.

4.6 TERMINATION CHARGE

4.6.1 A termination charge determined in accordance with the provisions below applies when the subscriber terminates a service which bears a basic termination liability prior to the expiration of the initial service period specified for that service.

4.6.2 The basic termination liability and the initial service period are as indicated in the section of these regulations covering the service items to which they apply.

4.6.3 The applicable termination charge is determined by multiplying the basic termination liability by the fraction which the unexpired portion of the initial service period bears to the full initial service period.

4.6.4 When a subscriber discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.

4.6.5 When a subscriber cancels an order for service carrying a basic termination liability prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the basic termination liability.

4.7 MAINTENANCE SERVICE CHARGE

See Section 15.4

SECTION 5 - CONSTRUCTION CHARGES

5.1 CONSTRUCTION CHARGES

5.1.1 General

- a. Where new construction is required to serve applicants not on the route of an existing line and the cost of the necessary facilities is such as to render inadequate the charges specified in other tariff offerings, or the facilities to be constructed are not so located as to be readily reused in serving customers in general, special charges, based on the facts in each case and designed to protect the general body of ratepayers, may be imposed. These special charges may be construction charges, payable in a lump sum or at specified times, but in no case to exceed a five year period; or the special charges may be revenue guarantees, term contracts, contribution of labor or material, or any reasonable combination thereof.
- b. In applying the foregoing provisions, the North Carolina Utilities Commission shall be advised of the special conditions, in writing, on or before the effective date. This report shall include a limited description of the work to be done along with the estimated cost thereof, the local exchange revenue to be received, the conditions imposed, and other pertinent information.
- c. Where extension of outside plant facilities is required, applicants for service may be required to secure and clear any necessary right-of-way or pay the cost thereof to the Company.
- d. Where it is desired that existing facilities be moved or changed (not station equipment) where feasible, the person requesting the move or change may be required to bear the cost thereof.

5.3 SPECIAL SERVICE ARRANGEMENTS

Special equipment, colors, finishes or service arrangements for which provision is not otherwise made in this tariff are furnished, wherever practicable, if in connection with and not detrimental to any of the services furnished by the Company under this tariff and installation charges, monthly charges, term contracts or a combination thereof are applicable, on the basis of estimated cost, as determined by the requirements in each case. Estimated cost consists of an estimate of the following items to the extent they are applicable:

- (1) Cost of maintenance

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

- (2) Cost of operation
- (3) Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (4) Administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items
- (5) Any other specific items of expense associated with the particular situation.

- (6) A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies

Estimated cost installed as mentioned in (3) and (6) above includes cost of equipment and material specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights of way and any other items which are chargeable to the capital accounts.

The rates, charges and contract terms for the following items have been established as specified above to meet the particular requirements of certain subscribers at the locations indicated.

5.3.1 Transylvania County Government

Customer: Transylvania County Government, 28 East Main St, Brevard, NC. 28712

Description: This Computerized Communications System (“CCS”) arrangement provides centrex-like services including a full range of calling features to Transylvania County Government locations. The Minimum CCS line requirement for this arrangement is 100 lines.

Monthly Rate: The rate per month per CCS line is \$31.42 plus taxes.

Term: This negotiated agreement has no expiration date on it. However, it can be terminated on 90 days' notice by either party.

(I)

5.3.2 Reserved for Future Filing

5.3.3 Reserved for Future Filing

5.3.4 Reserved for Future Filing

5.3.5 Reserved for Future Filing

5.3.6 Reserved for Future Filing

SECTION 6 - DIRECTORY LISTINGS

6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS

- a. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service.
- b. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
- c. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.

- d. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.
- e. Except as hereinafter provided, only one listing is furnished without extra charge for each main service, joint user service, PBX system; where a number of main stations are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines or PBX trunks associated with that service.
- f. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group, but at the subscriber's request, they may bear any one of the rotary numbers.
- g. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber, except when in the judgment of the Company, names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room or suite number of buildings or apartment houses, or other such designations is not permitted.
- h. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted. Listings in connection with semipublic telephone service are furnished under the same rates and regulations as other business service.
- i. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge.
- j. Clients of a Sharing or Resale of Telephone Service arrangement may be provided listings in the alphabetical section of the directory as specified in Section 23 of this Tariff. All regulations for directory listings specified herein apply to clients of a Sharing or Resale of Telephone Service arrangement.

6.2 BUSINESS LISTINGS

- a. Generally, business listings consist of a name, a designation descriptive of the subscriber's business, if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners, or members of the firm, if the subscriber is a partnership or firm: the names of officers of the corporation where the subscriber is a corporation, and for any business establishment, the names of associates or employees of the subscriber. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls, or is duly authorized to, and actually does represent.
- b. All listings of subscriber's service which are located on the same premises must bear the same address, except in the case of outside stations or PBX or main station service when the address may be shown as the premises where the outside station is located.

6.2.1 Business Designations

- a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name

under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

Examples of listings not permitted:

Gets, J.G., Lewis Grocery Co., 14 Madison.....234-6488

Or

Lewis Grocery Co., Getz, J.G., Mgr., 14 Madison.....234-6488

- b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designation of titles. Also the title "Mrs." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

6.2.2 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

6.3 RESIDENCE LISTINGS

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

6.3.1 Special Residence Designations

Listings of clergymen, physicians, surgeons, dentists, Veterinary surgeons, professors, government officials, etc., may for the purpose of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

6.3.2 Dual-Name Listings

- a. Dual-name listings are defined as a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials
- b. The following examples illustrate the format options for dual-name listings

(1) Primary Listing

Jones, John & Mary
or

123 Main Street

123-4567

Jones, Mary & John	123 Main Street	123-4567
Jones, John T. & Mary F.	123 Main Street	123-4567
or		
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, Mary F. (Mrs. John T)	123 Main Street	123-4567
Jones, John T. (Tex)	123 Main Street	123-4567

(2) Primary with Additional Listing

Jones, John & Mary	123 Main Street	123-4567
Jones, Mary & John	123 Main Street	123-4567
Jones, John T.	123 Main Street	123-4567
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, John T. (Tex)	123 Main Street	123-4567
Jones, Tex (John T.)	123 Main Street	123-4567

- c. Dual-name listings are available only for residence subscribers.
- d. Dual-name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- f. Standard service charges as specified in Section 4. apply for:
 - (1) Changing a primary single-name listing to a primary dual-name directory listing.
 - (2) Changing the primary or additional dual-name directory listing once established.
 - (3) Changing an additional dual-name directory listing to a primary dual-name directory listing.
- g. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

6.4 NON-PUBLISHED NUMBER SERVICE

6.4.1 Non-published Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests when presented in writing may be fulfilled through the assignment of a non-published telephone number subject to the regulations outlined below.

Incoming calls to non-published telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish non-published number service does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. The subscriber indemnifies and saves 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-published telephone number or the disclosing of said number to any person.

6.4.2 Rates and Charges

A rate of \$2.70 per month applies for each non-published telephone number. (l)

6.4.3 Exceptions

Non-published service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services as outlined in the rules and regulations, Section 2, of the General Subscriber Services Tariff.

The foregoing rate does not apply:

- a. To additional service furnished to the same subscriber at the same address.
- b. Where the subscriber has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.
- c. Where a subscriber living in a hotel, apartment house, boarding house, or club is listed under the number of the PBX or semi-public service furnished in the hotel, apartment house, boarding house, or club.

6.5 NON-LISTED NUMBER SERVICE

6.5.1 A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

6.5.2 Rates and Charges

A rate of \$1.95 per month applies for each non-listed number.

6.5.3 Exceptions:

The foregoing rate does not apply:

- a. To additional service furnished to the same subscriber at the same address.
- b. Where the subscriber has other listed service in the alphabetical directory for the territory which the subscriber is located, provided the service is of the same class and in the same name.
- c. Where a subscriber living in a hotel, apartment house, boarding house, or club is listed under the number of the PBX or semi-public service furnished the hotel, apartment house, boarding house, or club.
- d. Where service is installed for a temporary period.

6.6 ADDITIONAL LISTING CHARGES

Additional name listings in excess of those permitted without extra charge are furnished at \$1.95 per month for a business listing and \$1.95 per month for a residence listing. Additional line matter and directional calling information, where permitted, are furnished at the rates above.

(l)
(l)

The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

Listing charges are automatically discontinued upon termination of the main telephone service, with which associated, and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listing of those other than the subscriber may be discontinued upon request of the subscriber in case the listed party becomes a subscriber to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

6.7 MISCELLANEOUS LISTINGS

6.7.1 Reference Listings

Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the name, and in other cases when in the judgment of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Co.....See South Lumber Co.

6.7.2 Foreign Listings

Listings in the alphabetical section of the directory of an exchange other than the local exchange will be furnished to anyone listed at the local exchange, at the following rates: Business \$1.95 per month, residence \$1.95 per month. An example of a chargeable foreign listing is as follows:

(To appear in Brevard, North Carolina alphabetical section)

Jones J W 651 Alden Canton, N. C.

(Long Distance).....786-1234

(l)
(l)

When a subscriber is located in an exchange border area and requests a foreign listing for better identification in order to facilitate the completion of calls, such a listing will be provided without charge to this company's directories or a connecting company's directory. This type listing is limited to those instances where a subscriber resides in one exchange and his mailing address is a second exchange. There shall be no charge made by one company to another for this service.

6.7.3 Indented Listings

Indented listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

Jones A B Atty 179 Madison Av.....523-4879

Res 122 Linwood..... 875-1345

or

Jones A B contrs 220 Madison Av.....523-4141

Branch 83 S Pryor.....525-3882

Garage 80 S Pryor.....525-3970

6.7.4 Caption Listings

Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the captions will facilitate the use of the service.

The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business or titles of officials. For example:

Standard Oil Co
 Main ofc Fultn Nat Bk Bl.....523-5011
 City Mgr 1080 Bankhd Ave NW.....876-2651
 Service Stations
 1060 Bankhd Av NW.....872-9233
 1558 Pchtree NW.....874-5124

Listings that are variations of the same general line of business, which in the judgment of the Company appear to advertise the extent of the Subscriber's business, are not permitted in listings to be indented under captions.

6.7.5 Additional Listings for Names Spelled More Than One Way

Subscribers whose names may commonly be spelled in more than one way, may arrange for additional listings of their names as alternately spelled at the regular rate for an additional listing. For Example:

Smithe A B 291 White.....872-2377

And as listed under "Smith"

Smith A B 291 White.....872-2377

Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

6.7.6 Alternate (Directive) Listings

Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

- a. Nights, Sundays and Holidays

- (1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is \$1.95 per month for each line of the “note”, and to each listing included under the “note”.
- (2) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listing of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.

(l)

Example:

Doe Mfg Co Furn 202 Main.....378-5126

Note: From 5 PM to 8AM weekdays,
 From 5PM Saturdays until 8AM
 Mondays and Holidays call as
 follows:

City Sales.....378-7931

Manager.....237-8077

b. If no answer dial

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at a rate of \$1.95 per month and appears in the directory as follows:

Phillips John E Atty 1224 Center Cir NE.....389-8719

If no answer dial.....237-4211

(l)

6.7.7 Temporary Listings

- a. Residence subscribers who lease their premises for periods of less than one year, and who request the Company to render service to their tenants without changing billing, may arrange for the listing of such tenants on “information” records. These listings are not to appear in the directory.
- b. Such listings will not be furnished in the event the subscriber and tenant occupy the same premises at the same time.
- c. A charge for an additional listing applies with a minimum charge for any listing period of \$1.95. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for such charges.

- d. Short period temporary additional listings will be accepted for information files, not to be listed in the directory, at the same rate charged for extra listings; a minimum charge of \$1.95 will be made.

SECTION 7 - COIN TELEPHONE SERVICE

7.1 RESERVED FOR FUTURE FILING

7.2 RESERVED FOR FUTURE FILING

7.3 PAYPHONE SERVICE PROVIDER (PSP) ACCESS LINE SERVICE

7.3.1 GENERAL

- A. PSP Access Line Service for customer-provided pay telephones is an exchange service line directly connected to the public network and provided at the request of the subscriber for telecommunications use by the general public at locations accessible to the general public. Extensions of PSP lines are not permitted.
- B. PSP access lines are provided for use with both customer-provided non coin-operated pay telephones, and customer-provided coin-operated pay telephones, as well as customer-provided equipment or processes used for the resale and transmittal of voice or data over the public switched network (such as public facsimile services.)
- C. PSP access lines are provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over PSP access lines. Where PSP access lines are furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment.
- D. The Company will not be responsible for the operation, maintenance, coin refund or coin control collection of any PSP instrument it does not provide nor will Company employees offer PSP instructions for those instruments not provided by the Company.
- E. Subscribers to PSP access lines are subject to the rates, rules, and regulations as specified for Business Individual Access Lines in this tariff unless otherwise stated in this section.
- F. This service may not be suspended at a reduced rate.
- G. Listings in connection with PSP access line service are furnished under the same rates and regulations as other business services.
- H. Providers of PSP instruments, public facsimile or related services which are transmitted over the public switched network are required to obtain a PSP Access Line for connection to the network. Provision for such services is subject to the rates and regulations set forth herein for PSP instruments.
- I. Notwithstanding any provisions herein to the contrary and subject to all other applicable provisions of this Tariff and Commission Rule R13-6, including but not limited to restrictions on the charges that may be made, the following provisions shall apply to all PSP instruments located in the detention areas of local, state, or federal confinement facilities.
 - 1. Such telephones:
 - a. May be arranged for outward-only calling, if specifically requested by the administration of the confinement facility.

- b. May be arranged to terminate calls after 10 minutes of conversation time, if specifically requested by the administration of the confinement facility, and the PSP access line provider and presubscribed interexchange carrier are so notified by the PSP subscriber.
- c. Shall be arranged to block 411 calls, but a copy of a current local directory must be available for inmate access.
- d. Shall be arranged to allow only 0+ collect calls for local, intraLATA and interLATA calls, and to block all other calling including, but not limited to, local direct calls, credit card calls, third number calls, 1+ sent-paid calls, 0+ sent-paid calls, 0- sent-paid calls, 0- calls, 8XX toll-free calls, 900 calls, 976 calls, 950 calls, 911 calls, and 101XXXX calls. Provided, however, that where the access line provider or the PSP instrument can block additional digit dialing after initial call set-up, 1+ long distance and seven digit local dialing may be permitted if specifically requested by the administration of the confinement facility.
- e. May, if specifically requested by the administration of the confinement facility, be arranged to block access to certain specific numbers identified by the administration or to allow access to only certain specific numbers identified by the administration.
- f. May, at the request of the administration of the confinement facility, provide for the cutoff of designated PSP instruments through the use of cut-off keys or switches placed on the provider side of the network interface.

(M) Material previously appearing on this page has been moved to Original Page 5.1.1

- g. May, with the express written consent of the administration of the confinement facility, be arranged to provide three-way call detection and call detail from the payphones located within the confinement facility subject to the following conditions:
 - (1) Three-way call detection may be arranged at the request of the facility administrator such that the call may be disconnected or noted for further investigation. When three-way call detection is arranged for disconnection, a recorded announcement shall inform the called party, before acceptance of the call, that the call may be disconnected if an attempt to use three-way calling is detected. The PSP access line subscriber shall give credit for wrongful disconnection according to its established credit procedures.
 - (2) Call detail information such as date and time of calls, duration of calls, and called and calling telephone numbers may be provided to the confinement facility administrator upon request.
- 2. Unrestricted PSP instruments under administrative control may be available outside of a jail cell for supervised use by inmates.

(M) This material previously appeared on First Revised Page 5.1

- K. Notwithstanding any other provisions of this Tariff, the PSP may restrict incoming and/or outgoing calls at any specific PSP instrument in the interest of public safety and welfare under the following conditions:
 - 1. Such restrictions have been requested in writing as to the specific PSP instrument from the chief local law enforcement officer acting within his apparent jurisdiction stating that the specific restrictions requested are needed in the interest of public safety and welfare. The Company shall keep a copy of such requests from the chief local law enforcement officer on file for inspection and

upon request by the Commission or Public Staff, shall provide copies of the requests for restrictions so long as the public telephones remain restricted.

2. A notice of the restrictions applicable to a PSP instrument must be posted at the instrument. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone.
3. Access to 911 Emergency Service may not be prevented.

7.3.2 RESPONSIBILITY OF THE SUBSCRIBER

- A. The subscriber shall be responsible for the installation, maintenance, and operation of PSP instruments and other terminal equipment used in connection with this service.
- B. PSP instruments and other terminal equipment must be registered and connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations as well as the regulatory and certification requirements of the North Carolina Utilities Commission. Subscribers of PSP service may, upon request, be required to provide to the access line provider the FCC registration number and specific location of each instrument to be connected and a copy of its certificate, if applicable, prior to its connection.
- C. Instruments connected to a PSP access line must be of a type which permits the following characteristics:
 1. All PSP instruments must allow access to the "Operator" and completion of 0- local and long distance calls billed to a credit card, a third number, or the called number (collect) at no charge;
 2. All PSP instruments must allow completion of 0+ local and long distance calls billed to a credit card, a third number, or the called number (collect);
 3. All PSP instruments must allow access to 911 Emergency Service where available at no charge;
 4. Coin-operated PSP instruments must be equipped to return the coins to the caller in the case of an incomplete call;
 5. Coin-operated PSP instruments must be equipped to accept nickels, dimes, and quarters;
 6. All PSP instruments must allow receipt of incoming calls for an initial period of at least 10 minutes at no charge. After the initial period, the PSP may impose a charge for the continued use of the PSP instrument in an amount equal to the charge for a local call;
 7. All PSP instruments must be capable of completing local and long distance calls; provided, however, that sent-paid international calling capability may be blocked.
- D. The following information is required to be posted at each PSP instrument other than those located in the detention areas of local, state, or federal confinement facilities:
 1. The appropriate emergency number (911, operator or other);
 2. The provision of clear operating instructions, ownership of the instruments, and procedures for handling repair, refunds, and billing disputes;

3. The telephone number of the PSP access line and the local address;
 4. The charge for a local sent-paid coin call, including notice of any time limits that are imposed on the call;
 5. The name of the carrier to which 0+, 00-, and 00+ calls will be routed. In the event that a PSP changes the carrier to which 0+, 00-, or 00+ calls will be routed, the name of the new carrier must be posted within 30 days.
 6. Whether international calling capability is blocked from the PSP instrument, unless such specific notice is given by voice message when the end user attempts to place such a call.
- E. The PSP is responsible for meeting all federal, state, and local requirements with respect to provisions of customer-provided telephone equipment for use by hearing-impaired and handicapped persons.
 - F. The PSP shall be responsible for payment of a maintenance of service charge as covered in Section 15 of the applicable telephone company tariff for each visit by the Company to the premises of the subscriber, where the service difficulty or trouble report results from the use of equipment or facilities provided by the subscriber.
 - G. The PSP is responsible for abiding by all applicable telephone company tariffs. Failure to do so is grounds for immediate disconnection of service.
 - H. PSP instruments must be installed in compliance with the current National Electric Code and National Electrical Safety Code.
 - I. The PSP is responsible for payment of all charges from the telephone company and interexchange carriers including charges for all toll messages originated from or accepted at the paystation location.
 - J. All PSP instruments must provide access to local and long distance directory assistance.
 - K. Proof of certification must be furnished to the Company by the subscriber of PSP Access Line Service prior to the connection of PSP access lines. Subscribers to PSP Access Line Service connecting customer-provided devices having no real or intended voice capability (such as voiceless facsimile and related services), and who are not required to obtain a special certificate from the North Carolina Utilities Commission, are exempt from proof of certification.
 - L. The PSP shall at all times maintain a current and complete local telephone directory at each paystation instrument.
 - M. The PSP is responsible for ensuring that the mailing address for all local exchange company bills for lines installed pursuant to a COCOT or PSP Certificate is the same as the address shown on the certificate. The PSP provider is responsible for requesting a revision of the certificate concurrent with a change of name or address by filing an appropriate application with the Commission.
 - N. All PSP instruments must be arranged or programmed to allow access to all available interexchange carriers (ICs) on a non-discriminatory basis. In an equal access environment, this requires that the end user be allowed to access a chosen carrier by dialing 101XXXX 0+, 101XXXX 0-, toll free 1-8XX numbers, or 950-XXXX. Access through 101XXXX 1+ or 101XXXX 011+ is not provided.
 - O. Customer-provided telephones must meet all jurisdictional requirements regarding their use by hearing-impaired and handicapped persons.

- P. Subscribers to PSP access lines connecting customer-provided devices providing facsimile and related services may change an unregulated rate for the facsimile portion of the service and shall conspicuously display rates and charges for the facsimile portion of the service on or near the facsimile device.
- Q. For PSP instruments located in detention areas of local, state, or federal confinement facilities, the following information must be printed:
1. Notice that only collect calls are allowed and that all other calls are prohibited unless, in accordance with R13-6(d) of the NCUC Rules and Regulations the telephone is arranged to permit 1+ toll and seven-digit dialing. In that case, the notice shall state the types of calls that are permitted and that all other calls are prohibited.
 2. Clear operating instructions and procedures for report equipment or service problems.
 3. The current telephone number of the PSP instrument unless the instrument is arranged or programmed to allow outward-only calling.
 4. The name of the PSP. The name shown at the instrument must be the same as the name shown on the COCOT or PSP certificate.
 5. The cost of a local collect call.

R. Automated Collect Calls

Calls generated by automated collect devices provided by PSPs which are placed and billed to a called number without the assistance or intervention of a human operator will be allowed under the following requirements:

1. The name and number of the PSP is required to appear on the end user's bill. At the present time the Company's billing system is not capable of providing Billing and Collection services to holders of PSP certificates.

(M) The information previously appearing on this page has been moved to Original Page 7.1.1

2. The called party is required to actively accept, and indicate a willingness to pay for an automated collect call, and, in the absence of such acceptance, the call is to be terminated without charge;
3. If the called party does not act to accept or reject the automated collect call (a) the call must be directed to an operator or a certified carrier (except in confinement facilities), or, (b) instructions must be provided to the end user on how to complete the call using an operator of a certified carrier. Such calls originating from confinement facilities should be terminated;
4. A PSP must use a certified local or interexchange carrier to transmit all communications involved in the call;
5. A PSP is required to block or arrange for blocking of automated collect calls to 900, 976, 950, 700 and 101XXXX codes;

(M) This material previously appeared on Original Page 7.1

6. The provisioning of automated collect calling capability (outside of confinement facilities) must not restrict the end user's ability to make other types of calls, such as credit card or sent-paid coin calls;

7. Proof of additional authority from the North Carolina Utilities Commission must be furnished to the Company by automated collect services subscribers connecting to PSP Access Line Service. Application for additional authority shall be made on a form specified by the Commission. Providers making initial application for PSP certification may request authority to offer automated collect service on the initial application;
 8. Recipients of automated collect calls must not be charged more for such local calls than would have been charged by the local exchange company for a local collect station-to-station call;
 9. The billing authority granted to the providers of automated collect calling may be exercised only in connection with automated collect calls.
- S. Use of collect, third number, calling card or auto-collect calling is prohibited to those PSP lines which connect public facsimile and related services.
- T. The PSP may not contract with or arrange for his PSP instruments to automatically access any noncertified carrier for completion of intrastate calls.
- U. The PSP may not contract with, or arrange for his PSP instruments to automatically access, any carrier to carry local intrastate calls originating from his PSP instruments unless that carrier has been certified by the Commission to complete and bill local calls.

7.3.2 VIOLATIONS OF REGULATIONS

- A. Where any PSP equipment is used and/or connected in violation of this tariff, the Company will promptly notify the customer in writing of this violation.
- B. Failure of the subscriber to discontinue such use or correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

7.3.4 OPTIONAL SERVICE FEATURES

- A. Central Office Blocking with Operator Screening – Central Office blocking with operator screening is offered to provide a choice of restrictions at the subscriber's option. Options are as follows:
 1. Option 1 – Two-Way Service. Provides that third number and collect calls to PSP lines are not allowed.
 2. Option 2 – Two-Way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PSP lines are not allowed.
 3. Option 3 – Two-Way Service. Provides central office blocking of seven or ten digit local, 976, 1+DDD, all 101XXXX direct dial calls, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PSP lines are not allowed.
 4. Option 4 – Two-Way Service. Provides central office blocking of 976, 1+DDD, all 101XXXX direct dial calls, and 1+900 calls. Provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PSP lines are not allowed.

5. Option 5 – Two-Way Service. Provides for central office blocking of 011+ and 101XXXX 011+ calls. Further, third number and collect calls to PSP lines are not allowed.

B. Where third number and collect calls billable to the line are not allowed, special central office equipment serving the originating caller’s location is required to make this feature operable. Where such equipment is installed, call attempts which have been screened will not be completed. The operator will advise the calling party that alternative billing arrangements will have to be made before the call can be completed. Where such equipment is not installed, call attempts on a third number basis will be completed, but will not be billed to the PSP access line pending investigation. All PSP subscribers are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing those calls will be expected to make full restitution and will be legally responsible for them. Call attempts on a collect basis which are accepted at the PSP location will be billed to the PSP line. Payment for those collect calls will be required.

7.3.5 RATES AND CHARGES

A. PSP Access Lines Service is provided for the following rates:

	<u>Monthly Rate</u>
1. Option 1, per Line	\$0.00
2. Option 2, per Line	\$0.00
3. Option 3, per Line	\$0.00
4. Option 4, per Line	\$0.00
5. Option 5, per Line	\$0.00

To the monthly rates shown above, add \$23.45 for the PSP Access Line Rate.

B. At the request of the subscriber, Tone-Dial Service may be provided as covered in Section 13 of this Tariff for Business Individual Line Service, at no additional charge.

C. Service charges as covered in Section 4 of this Tariff for Business Individual Line Service are applicable.

D. Switched Access Charges apply as specified in Section I3 and I6 of the Industry Access Service Tariff and are billable to the interexchange carrier.

E. Intrastate intraLATA long-distance charges apply on a per message basis based on toll rates plus the appropriate additive operator service charges. Intrastate interLATA long-distance charges as specified by the underlying interLATA carrier. Local charges apply to the PSP subscriber plus the appropriate additive operator service charges.

The subscriber to PSP Access Line Service shall be responsible for the payment of outgoing local calls and long-distance intraLATA calls which are charged by the calling party to a commercial credit card.

F. The local exchange company providing service to the PSP subscriber shall provide the subscriber with a maximum of 25 local directory assistance inquiries free of charge per month per pay station, but shall otherwise charge the subscriber for local directory calls in excess of the 25 free calls in the same manner as it charges for such calls to business one-party access line subscribers.

7.3.6 CHARGES TO PSP END-USER

- A. The provider is responsible for insuring that calls originated or terminated at this PSP access line are rated in accordance with the following:
 - 1. Local Sent-Paid Station-to-Station – The end user of a PSP instrument may be charged market based rates for local coin calls.
 - 2. Directory Assistance – The end user of a PSP instrument may be charged market based rates for intrastate directory assistance.
 - 3. 0+ Other Than Automated Collect – The end user of a PSP instrument may not be charged by the PSP for a 0+, 10XXX-0+, 101XXXX0+ or 050 local or toll call billed to a calling card, to a third number, or to the called party (collect).
 - 4. 0+ Local Automated Collect Station-to-Station – The recipient of a local automated collect station-to-station call may not be charged more for the call than would have been charged by Windstream Concord Telephone, Inc. for a local collect station-to-station call.
 - 5. 0- Calls – All PSP instruments outside of confinement facilities must allow access to the access line provider operator at no charge. The PSP may not impose a charge on the end user for completion of 0- local and toll calls billed to a calling card, a third number, or the called number (collect).
 - 6. 8XX (Toll Free Number) Calls – The end user of a PSP instrument may not be charged for the carriage and completion of any 8XX (toll free number) call.

SECTION 8 - TELEPHONE ANSWERING SERVICE FACILITIES

8.1 RESERVED FOR FUTURE FILING

8.2 RESERVED FOR FUTURE FILING

8.1 RESERVED FOR FUTURE FILING

8.2 RESERVED FOR FUTURE FILING

SECTION 9 - FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

9.1 FOREIGN EXCHANGE SERVICE

9.1.1 a) Citizens Telephone Company concurs, except as noted in 9.1.3 below in the rates, charges, and regulations, governing foreign exchange service as filed in the Industry Subscriber Services Tariff and authorized by the North Carolina Utilities Commission or applicable law.

9.1.2 The principal exchange or switching center of each exchange of this Company is as shown below.

Exchanges

Principal Exchange(s) or Switching Center(s)

9.1.3 Services established to Extended Area Service points on or before December 10, 1966, will be continued at the same address for the same customer under the regulations existing prior to December 10, 1966, and until

9.2 FOREIGN CENTRAL OFFICE SERVICE

9.2.1 General

- a. Foreign central office service is exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- b. Foreign central office service is offered in connection with individual line main station service and PBX service only.
- c. Other services, equipment or facilities used in connection with foreign central office service, except as otherwise indicated in this tariff, are furnished subject to the rates and regulations applying in the foreign central office from which the subscriber is served.
- d. No allowance is made for interruptions of less than twenty-four hours. For interruptions of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof, of interruption for the portion of the facilities rendered inoperative by reason of the interruption.

9.2.2 Rates and Charges

a. General

The rate for foreign central office service is the monthly rate for the class of service desired, plus a foreign central office charge of \$.73 per month, per quarter mile or fraction thereof, for the distance (route measurement) between the central office from which the subscriber would normally be served and the foreign central office, i.e., the central office from which the subscriber desires to be served.

SECTION 10 - KEY AND PUSHBUTTON TELEPHONE SERVICE

10.1 RESERVED FOR FUTURE FILING

10.2 RESERVED FOR FUTURE FILING

10.3 RESERVED FOR FUTURE FILING

10.4 RESERVED FOR FUTURE FILING

10.5 RESERVED FOR FUTURE FILING

10.6 RESERVED FOR FUTURE FILING

SECTION 11 - PRIVATE BRANCH EXCHANGE SERVICE

11.1 GENERAL

- A. Private Branch Exchange service, commonly known as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other subscribers.
- B. Except as provided hereinafter, flat rate trunks are offered to both business and residence subscribers. Message rate trunks are offered to business subscribers only at those exchanges quoting business individual line message rates and for hospital and retirement center service at all exchanges. Message rate PBX service is not offered for residence service.
- C. Hotel PBX service is the only class of service available to hotels, motels, tourist courts and time-share or condominium complexes serving primarily transient tenants for the joint use of the management and guests. It is also available for use of tenants of apartment units in hotels and hotel-apartments. The management may subscribe for separate business service for its administrative use. Guests may individually subscribe to separate residence service.

Hotel PBX service is available in connection with certain types of dial as well as manual systems. Dial systems are furnished on a measured basis where facilities are available or message rate otherwise, or on a combination arrangement providing for administrative use on a flat rate basis and guests' use on a measured basis where facilities are available or message rate otherwise. Access to flat rate trunks from the measured or message rate stations furnished in guests' rooms is not permissible with the combination arrangement. Manual installations are made only on a measured basis where facilities are available or message rate otherwise.

- D. Hospital PBX service is furnished for the joint use of management and patients of hospitals on either a regular business flat or message rate basis, or on a combination flat and message rate basis. With certain types of dial systems, a combination arrangement is available providing for administrative use on a flat rate basis and patients' use on a message rate basis. This arrangement does not permit outgoing calls access to flat rate trunks from the message rate stations in patients' rooms.
- E. Retirement Center PBX service is furnished for the joint use of management and retirees of licensed retirement centers on either a regular business flat or message flat rate basis, or on a combination flat and message rate basis. With certain types of dial PBX systems, a combination arrangement is available providing for administrative use on a flat rate basis and retirees' use on a message rate basis. This arrangement does not permit access to flat rate trunks from the message rate stations in the retirees' rooms. Retirees may individually subscribe to separate residence service

11.2 RESERVED FOR FUTURE FILING

11.3 RESERVED FOR FUTURE FILING

11.4 RESERVED FOR FUTURE FILING

11.5 RESERVED FOR FUTURE FILING

11.6 RESERVED FOR FUTURE FILING

11.7 RESERVED FOR FUTURE FILING

11.8 RESERVED FOR FUTURE FILING

SECTION 12 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 DIRECT-INWARD-DIALING (DID) SERVICE

12.1.1 General

- A. DID service permits calls incoming to a PBX system, Telephone Answering Service or other Customer Premises Equipment requiring out-pulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to availability of facilities and telephone numbers and other conditions as specified in Sections 2.3.1 of this tariff.
- B. In addition to the rates and charges for the DID Trunk Termination, rates and charges for Flat Rate Inward PBX Trunks as specified in Section 3 of this tariff apply as appropriate.

12.1.2 Rates and Charges

A. Direct-Inward-Dialing Service	Installation <u>Charge</u>	Monthly <u>Rate</u>
1. DID Trunk Termination, each.....	\$24.28	\$40.00

SECTION 13 - MISCELLANEOUS SERVICE ARRANGEMENTS

13.1 RESERVED FOR FUTURE FILING

13.2 EXTENSION LINE MILEAGE

13.2.1 General

- a. An extension line mileage charge of One Dollar and Twelve Cents (\$1.12) per month per quarter mile or fraction thereof, route measurement, is made for extension stations located in another building off premises and also for other circuit extensions of like character.

Note: For definition of “same building” and “same premises” see Section 1 of this tariff.

- b. Extension line mileage charges are also applicable for extension lines furnished by the Company for the connection of customer-provided terminal equipment and communication systems which are located on different premises subject to the provisions of Section 15.
- c. All mileage charges are in addition to the flat rate charges applicable to the particular station against which mileage charges are assessed.
- d. Mileage charges are computed on route measurements from the point where the extension line leaves the building in which is located the main station or private branch exchange switchboard to the place of location of the extension station or private branch exchange station. Mileage charges are computed separately for each extension line or cable pair required.
- e. When the expected life of all or part of the outside circuit extension is shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on an installation and a reasonable and proper monthly carrying charge basis in lieu of mileage, or on an installation and mileage charge basis..
- f. Extension line mileage exception – extension line mileage charges do not apply for the extension of circuits used to connect private branch station in guest rooms of hotels or motels, when the customer provides suitable conduit between on-premise buildings.
- g. The above paragraph applies only to new service installed after July 31, 1963.

13.3 TIE LINE SERVICE

13.3.1 General

- a. Tie lines are circuits connecting subscriber's private branch exchange switchboards. Tie lines are intended as a means of communication between stations directly connected with, and in the immediate vicinity of, the switchboards in which the tie lines terminate. The Company does not undertake to assure commercial transmission where tie lines are used for communications between stations located at a distance from the switchboard, or where connections involve the use of trunking circuits between central offices.
- b. For tie lines connecting switchboards contracted for by the same or different subscribers and located in the same exchange area, a charge of One Dollar and Twelve Cents (\$1.12) per quarter-mile or fraction thereof is made. The minimum charge for each tie line is \$2.43 per month.
- c. Mileage charges are computed on route measurements between the switchboards, and separately for each tie line.
- d. Tie lines are not furnished to connect a flat rate private branch exchange switchboard with a message rate private branch exchange switchboard.
- e. For charges for tie lines connecting switchboards not in the same exchange area, see Section 9, Foreign Exchange Service.

13.4 FIXED CALL FORWARDING

13.4.1 General

- a. Fixed Call Forwarding (FCF) is a service whereby a call placed from a station (the originating station) to a customer's (the FCF customer) telephone number (the call forwarding number) is automatically forwarded by Telephone Company central office equipment to a station or line (located in the same local exchange as the call forwarding number or another local calling area) designated by the fixed call forwarding customer.
- b. Fixed Call Forwarding service is offered subject to availability of suitable facilities.
- c. Fixed Call Forwarding service is not offered where the terminating line is a coin telephone line.
- d. Transmission characteristics may vary depending on the distance and routing necessary to complete the forwarded call.
- e. Fixed Call Forwarding is not represented as suitable for satisfactory transmission of data.
- f. When the call forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
- g. Fixed Call Forwarding (FCF) is provided on the condition that the customer subscribe to sufficient FCF features and facilities to adequately handle calls to the FCF customer without interfering with or impairing any services offered by the Telephone Company.
- h. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided without additional charge. The charge for additional listings will be provided for elsewhere in this Tariff.

13.4.2 Rates and Charges

- a. The following monthly charges are for the Fixed Call Forwarding feature (including the FCF number) only and are in addition to applicable charges for service and equipment with which it is used.

	Residence	Business
Per FCF number	\$16.00	\$16.00
Per additional FCF number (in rotary with (A.) above)	\$16.00	\$16.00

In addition to the above monthly charges, a *non-recurring Secondary Service Order charge will apply as Specified in Section 4 of this Tariff.*

- b. In addition to the charges provided for in 13.4.2 a. above, certain message charges may also apply:

- 1. Between originating station or line and the call forwarding number.

The charge for this portion of a FCF call shall be the responsibility of the calling party, unless collect or third number billing arrangements have been made. If this portion of the call is local in nature and covered by flat-rated monthly local service, then no additional charge will be made.

- 2. Between the call forwarding number and the terminating station or line.

The terminating station customer is responsible for any applicable collect call charges.

13.5 CUSTOM CALLING SERVICES

13.5.1 Description

- A. Call Forwarding - This provides an arrangement for transferring incoming calls to another telephone number by dialing a code and the number of the service to which calls are to be transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred.
- B. Three-Way Calling - This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. This service contemplates that normal transmission performance quality cannot be guaranteed on all calls.
- C. Call Waiting - By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered.
- D. Speed Calling - This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. The two arrangements available are an eight-number capacity (8-code) and a thirty-number capacity (30-code).
- E. Teen Service
 - 1. General

This service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the

additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.

2. Regulations

- a. This service is available to individual line residence and business customers.
- b. The service is not compatible with Centrex type service, PBX trunk service, Personal Paging service, Company or consumer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. Teen Service may not be compatible with all types of customer provided telephone equipment, customer premises switching or key equipment.
- c. Teen Service subscribers will be entitled to one white page listing with each Teen Service number. Listings for Teen Service are subject to regulations specified in Section 6 for directory listings. Other listings will also be provided under the terms and conditions described in Section 6 of this Tariff.
- d. All telephone numbers associated with a line equipped with Teen Service must originate from the same central office switching machine
- e. When establishing Teen Service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
 - (1) All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - (2) The main telephone number only will be forwarded when Call Forwarding service is activated. The additional Teen Service numbers will continue to ring and may be answered at the subscriber's premises.
- f. Secondary service order charges will apply when changing from one option to the other subsequent to the establishment of service.
- g. This Tariff sets forth the current rates for Teen Service.
- h. Teen Service can be suspended as specified in Section 2.3.14 of this Tariff. During the period of suspension, no recurring charge applies.

13.5.2 Provision of Service

- A. Custom Calling Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of the facilities.
- B. Custom Calling Services are furnished only in connection with individual line residence and business main service exclusive of semi-public telephone service.

13.5.3 Rates

	<u>Monthly Rate</u>	
	<u>Per C.O. Line Equipped</u>	
	<u>Residence**</u>	<u>Business</u>
(a) Call Forwarding*	\$2.95	\$4.50
(b) Three Way Calling*	3.95	4.95
(c) Call Waiting*	4.95	5.75
(d) Speed Calling (8-code)*	2.00	3.00
(e) Speed Calling (30-code)*	3.50	5.25
(f) Teen Service*	3.95	4.95

Packages

(a) Call Forwarding with Call Waiting*	4.95	--
(b) Speed Calling (8-code) with Call Waiting*	4.50	--
(c) Call Forwarding with Speed Calling (8-code) and Call Waiting*	5.98	--
(d) Call Forwarding and Speed Calling (30-code) with Call Waiting *	8.55	--
(e) All Features not including 30-code*	12.95	--

*Note: A secondary service order charge is applicable to this service when provided on a separate order.

**Note: Effective February 1, 2024, Citizens Telephone Company will no longer offer these services to new subscribers. Select services will be available to new subscribers through Citizens Telephone Company's non-tariffed bundle offerings.

13.6 CLASS SERVICES

13.6.1 Regulations and Limitations of Services

A. The following limitations apply:

1. Class Service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within a Class Service equipped office or between Class Service equipped offices when connected via Signaling System 7 (SS7) technology.
2. Class Service basic features are available to residence and business customers who have rotary or tone-dial service including lines equipped with rotary (grouping) arrangements.
3. With the exception of Caller ID Blocking, these features cannot be offered on Centrex Type Services, Toll Terminals, Trunks (including PBX Trunks), Radio Common Carrier lines, Interexchange Access Connections, Cellular Mobile Carrier lines, or PTAS lines.
4. Caller LD Blocking - Per Line is available, upon request, to the following types of service: single line residence and business, Centrex Type Services, PBX Trunks and PTAS Lines. Caller ID Blocking - Per Call is available to the following types of service: single line residence and business, PBX Trunks, Toll Terminals, Centrex Type Services, or PTAS lines.
5. A Secondary Service Charge will apply as stated in Section 4. of this Tariff when Class Service features other than Caller ID Blocking-Per Line are ordered subsequent to initial installation of service. No Secondary Service Order Charge will apply for the establishment of, or changes associated with, Caller ID Blocking.
6. Caller ID Service and Caller ID-Calling Name/Number Delivery cannot be provisioned with FX and FCO service arrangements.
7. The Company will deliver all numbers, unless blocked by the calling party, subject to technical limitations, including telephone numbers associated with Non-published Telephone Number Service described in Section 6. of this Tariff
8. Telephone numbers and/or names transmitted via Caller ID and Caller ID-Calling Name/Number Delivery are intended solely for the use of the Caller ID subscriber, Resale of this information is prohibited by this Tariff.
9. The Company will work with law enforcement and at-risk parties (non-profit, tax exempt, private and public social welfare agencies such as domestic violence intervention agencies) to address

concerns arising from the provision of Caller ID as described herein, including, but not limited to the provision of a permanent blocking arrangement on those agencies' lines.

10. Class Service can be suspended as specified in Section 2. of this Tariff.

13.6.2 Description

A. Automatic Callback

1. When activated this feature automatically redials the last number the customer attempted to call. If the called line is not busy the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.
2. Automatic Callback Service is provided subject to the availability of facilities, features, and central office equipment as determined by the Company. Additionally, the features described will only operate on calls originating and terminating in Automatic Callback Service equipped central office serving areas that are connected by Signaling System 7 (SS7) technology.

B. Caller ID Service

1. This feature enables the customer to view on a compatible customer-provided display unit the calling party's number on incoming telephone calls.
2. When Caller ID is activated on a customer's line, the calling party's number on incoming calls is displayed on the called customer's display unit during the first long silent interval of the ringing cycle. The date and time of the call are also transmitted to the Caller ID customer.
3. Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.
4. If the incoming call is from a caller who subscribes to Teen Service, the telephone number transmitted will always be the main number rather than the Teen Service number.
5. If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.
6. If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group, unless, facilities permitting, each terminal has a unique telephone number associated with it within the group.
7. The calling number will not be delivered on operator-handled calls.

C. Caller ID – Calling Name/Number Delivery

1. This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls.

2. A maximum of fifteen characters is allowed for transmission of the Directory Name.
3. When Caller ID - Calling Name/Number Delivery is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called customer's display unit during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID-Calling Name/Number Delivery customer.
4. Any customer subscribing to Caller ID - Calling Name/Number Delivery will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.
5. If the incoming call is from a caller who subscribes to Teen Service, the name and number transmitted will always be the main directory listing information rather than Teen Service listed name and number.
6. If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.
7. If the incoming call is from a caller served by a PBX, only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.
8. The calling name and number will not be delivered on operator-handled calls.

D. Caller ID Blocking – Per Line

1. This feature enables customers to prevent the transmission of their Directory Name/Directory Number on all outgoing calls placed from the customer's line. Caller ID Blocking - Per Line is in operation on a continuous basis. A service order is required to establish or remove this feature.
2. If the preassigned access code for Caller ID Blocking is dialed on a line that is provisioned with Caller ID Blocking - Per Line, the Directory Name/Directory Number will be delivered.
3. The Company's limits of liability are as described in Section 2.5 of this Tariff.

E. Caller ID Blocking – Per Call

1. This feature allows a customer to prevent the transmission of that customer's Directory Name/Directory Number on a per-call basis, and thus control delivery of the customer's name and number to the called party.
2. The transmission of the Directory Name/Directory Number can be prevented on an as-needed basis by dialing a pre-assigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Name/Directory Number. The Company's limits of liability are as described in Section 2.5 of this Tariff.

F. Anonymous Call Rejection (ACR)

1. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection (ACR) is activated on the customer's line and an incoming call marked private is received, the calling party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the ACR customer's line (e.g. off hook or idle).
2. Local, expanded local, and toll calls routed to the Anonymous Call Rejection recorded announcement are not considered complete calls and will not be billed by the Company.

13.6.3 Rates

	<u>Monthly Rate</u>	
	<u>Per C.O. Line Equipped Residence**</u>	<u>Business</u>
(a) Automatic Callback	\$4.00	\$4.50
(b) Caller ID Service*	8.95	9.95
(c) Caller ID – Calling Name/Number Delivery*	8.95	9.95
(d) Caller ID Blocking – Per Line	--	--
(e) Caller ID Blocking – Per Call	--	--
(f) Anonymous Call Rejection (ACR)*	3.95	3.95

*Note: A secondary service order charge is applicable to this service when provided on a separate order.

	<u>Monthly Rate</u>	
	<u>Per C.O. Line Equipped Residence</u>	<u>Business</u>
(g) Automatic Callback, Caller ID Service, Anonymous Call Rejection (ACR) – only available in Voice Plus Bundle*	9.81	--
(h) Automatic Callback, Caller ID Service, Anonymous Call Rejection (ACR) – only available in Voice Plus Unlimited Bundle*	8.70	--

**Note: Effective February 1, 2024, Citizens Telephone Company will no longer offer these services to new subscribers. Select services will be available to new subscribers through Citizens Telephone Company's non-tariffed bundle offerings.

13.7 WARM LINE SERVICE

13.7.1 General

- A. Warm Line Service provides a customer who has basic exchange line service with time delayed automatic dialing capability. When the customer goes off-hook and initiates dialing within the time delay period (0-20 seconds) the call proceeds normally as dialed. If dialing does not commence within the time delay period, a pre-determined telephone number is automatically dialed. The pre-determined telephone number and time delay period are selected by the customer at the time service is established and can be changed only via service order.
- B. Warm Line Service may be used only in connection with individual line service.

C. Warm Line Service is provided subject to the availability of facilities.

13.7.2 Rates and Charges

A. The following rates are in addition to any other applicable charges for telephone service:

1. Warm Line Service

	<u>Monthly Rate</u>	
	<u>Residence*</u>	<u>Business</u>
a. Per Individual Line	\$0.50	\$0.50

*Effective February 1, 2024, Citizens Telephone Company will no longer offer this service to new subscribers.

13.8 ARRANGEMENTS FOR NIGHT, SUNDAY, AND HOLIDAY SERVICE

13.8.1 A subscriber to private branch exchange service who desires to receive incoming calls after the usual business hours without the services of an attendant at the switchboard, may arrange for such service as follows:

- a. Each trunk line which is to be connected through to a private branch exchange station at night, on Sundays, and holidays is bridged to a central office multiple jack bearing a different (non-consecutive) number. The regular number in the underlined series may then be used for day service, and the special (non-consecutive) number for night service. Calls made at night for the special number are completed only over the trunk line to which it is bridged, no connection being made with any trunk line in case the called number is busy or does not answer.
- b. The central office operators are not responsible for the proper distribution of the various telephone stations connected at the private branch exchange switchboards, with the trunk lines. It is the duty of the private branch exchange attendant.

c. Example of Directory Listings:

Patterson Transfer Co. 24 North-----	884-4000
Note: From 5 PM to 8 AM weekdays, from noon Saturday until 8 AM Monday and on holidays, call as follows:	
Office 24 North-----	883-8750
Watchman 24 North -----	883-8750
Stables 29 Main -----	883-9657
Storage Warehouse 150 Elm -----	884-4082

d. Rates and Charges

The following monthly charges apply under this plan:

- (1) For main listing of subscriber's name, address and number-----No Charge
- (2) For "Note" giving hours of service, per line----- \$1.95
- (3) For each listing required, per line----- 1.95
- (4) For each special multiple jack----- .49

13.9 RESERVED FOR FUTURE FILING

13.10 RESERVED FOR FUTURE FILING

13.11 SUBSCRIBER TRANSFER SERVICE

13.11.1 General

- a. Subscriber transfer service is furnished by supplemental central office relays which, when actuated by a grounding key at the station, will cause incoming calls to ring on another line, previously designated, when the first line is unattended.
- b. This service can be furnished only in connection with individual line service at both the original and alternate stations.
- c. When subscriber transfer service is provided in multi-office exchanges, both lines must be served out of the same central office.

13.11.2 Rates and Charges

The monthly rate for this service is \$4.60 and the service will be established for not less than one month's rental.

The service connection charge for initial installation or for rearrangement of connections shall be as specified in Section 4.

13.11.3 Reserved for Future Filing

13.12 TOLL ACCESS RESTRICTION

13.12.1 GENERAL

- a. Toll Access Restriction is a central office service whereby access to the Long Distance Message Telecommunications Network, either by direct dial or operator assistance is blocked.
- b. Toll Access Restriction is limited to those areas served by central offices arranged for this service and is subject to the availability of facilities.
- c. Toll Access Restriction is furnished only in connection with residence and business individual line service and is not available in connection with Centrex, PBX, or Coin Telephone Services.
- d. Restriction of access to operator services prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by restriction of access to operator services.

13.12.2 RATES AND CHARGES

- a. These rates and charges are in addition to the established monthly and non-recurring charges applicable to services with which Toll Access Restriction is associated.

Monthly
Rate

Toll Access Restriction..... \$3.29

13.13 RESERVED FOR FUTURE FILING

13.14 RESERVED FOR FUTURE FILING

13.15 RESERVED FOR FUTURE FILING

13.16 ROTARY LINE SERVICE

13.16.1 GENERAL

- a. Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are business the calling party will receive the busy signal.
- b. This service is furnished only when the rotary numbers are available and only in connection with individual business flat rate or residence flat rate main station lines arranged for rotary, level hunting or similar service.
- c. The rotary rate differential will not be applicable on PBX trunks, PBX station lines, or Centrex station lines.
- d. The rates charged for rotary service will be effective whether the line is in service or reserved for future use.

13.16.2 RATES AND CHARGES

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>

The rate for each individual rotary line is the applicable monthly rate for individual line service in addition to the following monthly rate:

Per line.....	\$2.14	\$5.05
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13.17 RESERVED FOR FUTURE FILING

13.18 RESERVED FOR FUTURE FILING

13.19 RESERVED FOR FUTURE FILING

13.20 CUSTOMIZED CODE RESTRICTIONS (CCR)

13.20.1 General

- A. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 800 calling.
- B. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service. Business Service. Semipublic telephone service, PBX trunk service, and key trunk service.

- C. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities
- D. The Company shall not be liable to any person for damages of any nature of kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder

13.20.2 Customized Code Restrictions Options

- A. Option #1
 Restricted Codes
 976
 1 + 976*
 1 + 900
- B. Option #2
 Restricted Codes:
 Operator 0+
 1 + DDD, 1 + 555-1212 and 1 + NPA-555-1212
 Operator IDDD 01 +
 IDDD 011 +
 1 + 900
 0 +, 0-900
 1 + 976
 0+, 0-976

Note: This option includes blocking of all 10XXX and 101XXX dialed calls to these dialing patterns. Calls to 1+800 and 1+888 numbers and seven or ten-digit dialed calls to Expanded Local Calling Area exchanges are not blocked. Specific screening information from the originating line is sent to the operator on Company handled intraLATA calls to prevent operator assisted calls from being billed to the customer's line. Information digits are also passed to long distance providers, other than the company to identify the line as requiring special operator handling.

13.20.3 Rates and Charges

- A. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
1. Option 1*	
(a) Residence Line, each	--
--	
(b) Business Line, each	--
--	
1. Option 2*	

(a)	Residence Line, each	--
--		
(b)	Business Line, each	--
--		

Note:

* Service ordering charges do not apply for establishment or discontinuation of service.

13.21 BILLED NUMBER SCREENING

13.21.1 General

- A. Billed Number Screening is an operator screening service designed to prevent the receipt of incoming collect calls, and to prevent third number calls from being billed to the customer. The customer's telephone number is included in the data base that is made available to companies that provide validation services. Inclusion in the data base indicates these calls will not be allowed for billing to the customer's line.
- B. Operator screening of incoming collect and third number billed calls is limited to Local Exchange Companies or Carriers which access the validations data base and cannot be guaranteed. Therefore, charges for any such calls received from a Local Exchange Company or Carrier not accessing the validation data base will be the responsibility of the customer.
- C. Billed Number Screening is available to all classes of service which utilize the public switched network for long distance calling except subscribers of Public Telephone Access Service. PTAS subscribers must select blocking options from Section 7.4.4 of this Tariff.
- D. Billed Number Screening may be furnished at the Company's option or in response to a customer request. A Secondary Service Order Charge as specified in Section 4.2 of this tariff is applicable when Billed Number Screening is requested by the customer.

13.22 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI)

13.22.1 GENERAL DESCRIPTION

- A. Integrated Services Digital Network (ISDN) is a public network-based set of communications services that make it possible to send, receive, and modify information using regular telephone facilities. ISDN provides end-to-end digital communications and gives the ability to transmit data and voice over the same telephone line simultaneously. This functionality is provided via channelized transport facilities. The ISDN architecture provides for Primary Rate Interface (PRI) which is typically used when a customer wants to connect large quantities of digital lines to the network.
- B. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, ISDN-PRI provides the customer with access to Circuit-Switched Voice Services and Circuit-Switched Data Services.

13.22.2 ISDN-PRI SERVICE ARRANGEMENT

- A. ISDN-PRI Service Arrangement Connections - An ISDN-PRI arrangement connects an ISDN-capable Company central office switch to ISDN-capable customer premise equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. The ISDN-PRI arrangement provides a total of twenty-four digital communications channels within a single physical facility. Twenty-three

of these channels are called Bearer, or B Channels and they carry the actual voice or data. Another channel, called the Delta or D Channel, is used to transport signaling for the other 23 channels. This configuration is known as 23B+D.

- (1) B Channel - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of an ISDN-PRI may carry:
 - (a) Circuit-Switched Voice
 - (b) Circuit-Switched Data
 - (2) D Channel - The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the D channels. The D Channel provides common channel signaling whereby one channel for a link is used for signaling to control and manage traffic on all channels on the link.
- B. ISDN-PRI Access Facility - The ISDN-PRI Access Facility provides a high capacity digital link over which the ISDN-PRI services are delivered. This facility is based on a 1.544 Mbps DS I carrier (T 1 facility) connecting the customer's premises to the Company central office serving the customer's premises.
 - C. Customer Premises Location For provision by the Company of ISDN-PRI service, the customer's premises must be located in the Company's local service area.
 - D. Multiple ISDN-PRI Arrangement - There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, multiple ISDN-PRI facilities can be assigned to an ISDN-PRI arrangement. With the multiple ISDN-PRI arrangement, the D Channel in the first ISDN-PRI facility is used to transport signaling for additional PRI facilities. The first ISDN-PRI would be configured as 23B+D and the other ISDN-PRIs would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over multiple ISDN-PRI facilities, thereby increasing channel efficiency.
 - E. D Channel Backup - In Multiple ISDN-PRI Arrangements, a second D Channel can be assigned (where available) as an automatic backup to the primary D Channel. This can be offered when more than one ISDN-PRI is provided to the same customer in order to provide redundancy of the signaling channel.

13.22.3 CIRCUIT SWITCHED SERVICE DESCRIPTIONS

Circuit Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per call basis and can carry circuit-switched voice or circuit-switched data. Circuit switched related services include:

- A. Clear Channel Capability - A characteristic of the transmission paths on the "B" channel that allows the full bandwidth on the "B" channel, 64 kbps, to be available to the customer. However, ISDN Interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 kbps.
- B. Dedicated Trunk Groups - The B Channels of an ISDN-PRI can be dedicated for calls to and from the public network. Available Trunk Group Types include: Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID).
- C. Primary Rate Call-By-Call Service — The Primary Rate Call-By-Call (CBC) Feature offers access to additional Services such as:
 - Tie Trunk
 - InWATS,

- and OutWATS

via the B Channels of an ISDN-PRI. With this feature, any B Channel on the ISDN-PRI can be used to offer the above services on a per-call basis in addition to trunk calls to/from the public network (i.e., DOD/DID).

D. Number Assignment

Assignment of numbers related to ISDN-PRI service shall be limited to numbers assigned to the Company local service exchange for the Company central office in which the Customer premises is located.

- (1) Individual Directory Number - Each ISDN-PRI arrangement includes an individual directory number.
- (2) Multiple Directory Numbers - Additional directory numbers or a range of directory numbers can be optionally added. Additional directory listings are available as specified in Section 6 of this tariff.

E. Hunt Service — Hunt Service is included in the ISDN-PRI Service Arrangement Connection. This feature allows incoming calls to a busy directory number to search through a predetermined list of directory numbers. This may be another directory number assigned to the customer for the ISDN-PRI Service Arrangement on the same (or a different) B Channel.

F. Advanced Calling Services - ISDN-PRI can support access to the following Advanced Calling Services (also called CLASS services) from suitably equipped CPE:

- (1) Caller ID - Basic- This feature allows the central office and the customer's equipment to communicate the calling party's directory number on calls carried by the ISDN-PRI service. The number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

13.22.4 TECHNICAL SPECIFICATIONS

A. Transmission Specifications - The ISDN-PRI Access Facility provides a high capacity digital link over which the ISDN-PRI services are delivered. This facility is based on a 1.544 Mbps DS I carrier (T1 facility) whose characteristics are as follows:

- Line Code = Bipolar 8 Zero Substitution (B8ZS)
- Framing Format = Extended Super Frame (ESF)
- Signaling = Common Channel Signaling
- Data Rate = 64 kbps clear or 56 kbps restricted
- D Channel = 24th channel on the T 1 facility

B. Customer Premise Equipment (CPE) and Facilities - Customer Premises Equipment (CPE) that is compatible with the Company's ISDN-PRI interface is the responsibility of the customer.

The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of ISDN services render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

13.22.5 REGULATIONS AND CONDITIONS

- A. Unless specifically exempted, ISDN services shall be subject to all general regulations applicable to the provision of service by the Company as stated in the General Regulations at Section 2 of this tariff.
- B. ISDN-PRI is provided at the option of the Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.

The availability, functionality, and capabilities of ISDN-PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch and associated outside plant.

- (1) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
- (2) Mileage Charges: Provision of the underlying ISDN-PRI Access facility (T1) is mileage sensitive. As such, additional mileage charges may apply.

C. Payment for Service:

- (1) The minimum charge period for services provided under this tariff is one year.
- (2) Customers have the option to qualify for term discounts by committing under contract to either a three-year or five-year term. The discounts for three-year or five-year term commitment contracts are established at Section 13.22.6.C following. The discounts apply to the monthly rates for ISDN-PRI Access Facility charges and ISDN-PRI Service Arrangement Connection Charges set forth at Sections 13.22.6.A and 13.22.6.B, respectively. The discounts do not apply to any other rates. The discount for the applicable contract period will continue to apply after completion of the contract period unless the customer orders service under a longer contract period in which case rates will be reduced pursuant to the higher discount rate.
- (3) Suspension of service is not allowed.

D. Termination Liability

- 1. For ISDN-PRI service ordered on a month-to-month basis, if the customer disconnects prior to completion of the minimum charge period, the customer shall pay an amount equal to the monthly rate applicable to the service ordered by the customer, multiplied by number of months required to complete the minimum charge period. After completion of the minimum charge period there is no penalty for disconnection.
- 2. For ISDN-PRI service ordered on a three- or five-year term contract basis, if the customer disconnects prior to completion of the minimum charge period, the customer shall pay an amount equal to the monthly non-discounted rate applicable to the service ordered by the customer, multiplied by the number of months required to complete the minimum charge period, plus an amount equal to the difference between the contract rate and the non-discounted monthly rate, multiplied by the number of months since service was established. If service is disconnected prior to the end of the contract term, but after completion of the minimum charge period, the customer shall pay an amount equal to the difference between the contract term rate and the non-discounted monthly rate, multiplied by the number of months since service was established.

- E. Directory Listing: One directory listing is provided without charge for each ISDN-PRI customer. Additional listings may be provided as specified for Additional Listing Service in Section 6 of this tariff.

- F. Billable Call Treatment: Normal toll charges (including inWats and OutWats charges) shall apply to calls that are made outside of the Local Service Area.
- G. Customer Premise Equipment (CPE):
- (1) This tariff does not include terminal equipment on the customer's premises. Terminal equipment may be sold or leased separately by the Company (under a separate contract) or may be provided by the customer.
 - (2) The customer is responsible for providing the power required for any and all CPE connected to an ISDN-PRI.
- H. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ISDN services or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.
- I. Federal Common Line Charges: ISDN-PRI service is subject to Federal Communications Commission (FCC) Interstate Common Line charges under the rates and application rules specified by the FCC. These charges are in addition to the charges for ISDN-PRI service specified in Section 13.22.6 of this tariff.

13.22.6 RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Service Establishment</u>
A. <u>ISDN-PRI Access Facility</u>		
(1) ISDN-PRI Access Facility First Mile	N/A ⁽¹⁾	N/A ⁽¹⁾
(2) ISDN-PRI Access Facility Each Additional Mile	\$40.00	N/A ⁽¹⁾
B. <u>ISDN-PRI Service Arrangement Connections</u>		
(1) ISDN-PRI Interface	\$700.00	\$700.00
(2) ISDN-PRI B-Channels Per Channel	\$17.25	\$5.00
(3) D-Channel Backup	\$100.00	\$150.00
(4) Move Charge To move ISDN-PRI Service, per ISDN-PRI Facility	N/A	\$25.00
C. <u>Term Discounts</u>		

The following term discounts are provided pursuant to Section 13.22.5.C preceding. The Term discounts are applicable to ISDN-PRI Access Facility Charges and ISDN-PRI Service Arrangement Connection charges.

Three Year Contract	5%
Five Year Contract	10%

⁽¹⁾ The charges associated with the ISDN-PRI Access Facility, other than monthly charges for additional miles beyond the first mile, are included in the ISDN-PRI Interface charges.

	Monthly <u>Rate</u>	Service <u>Establishment</u>
D. <u>Circuit Switched Features</u>		
(1) Clear Channel Capability	No Charge ⁽¹⁾	No Charge ⁽²⁾
(2) Call-by-Call Capability Per ISDN-PRI Facility	No Charge ⁽¹⁾	No Charge ⁽²⁾
(3) Advanced Calling Services Caller ID – Basic	No Charge ⁽¹⁾	No Charge ⁽²⁾
(4) Subsequent Feature Additions/Changes – Per ISDN-PRI Facility	N/A	\$50.00

⁽¹⁾ The charges associated with Circuit Switched Features are included in the ISDN-PRI Interface charges.

⁽²⁾ In the event the customer orders a Circuit Switched Feature subsequent to the initial installation of the ISDN-PRI Arrangement or changes a Circuit Switched Feature, the Subsequent Feature Additions/Changes Charge applies.

13.22 PAPER BILL ADMINISTRATION CHARGE

13.23.1 General

- A. When a customer chooses to continue to receive a monthly paper bill from Comporium, Inc., that customer is subject to a monthly Paper Bill Administration Charge. In lieu of this charge, the customer may elect to receive his or her monthly bill via Comporium, Inc.'s electronic billing system. There is no recurring charge for choosing to receive electronic monthly bills or for changing from paper to electronic bills. A customer may request an exemption from the Paper Bill Administration Charge for good cause shown, to be granted in Comporium, Inc.'s reasonable discretion.

13.23.2 Rates and Charges

B. The following monthly charge is applicable per bill.

Monthly Rate

Paper Bill Administration Charge \$2.99

**SECTION 15 - CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS**

15.1 GENERAL

- a. Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this Section. In all cases the customer-provided terminal equipment or communications systems will be so constructed, maintained, and operated as to work satisfactorily with the facilities of the Company.
- b. Customer-provided accessories may be used with the facilities furnished by the Company for telecommunications services provided that such accessories comply with provisions specified in 15.1.d. and 15.1.h.
- c. Where the use of any customer-provided terminal equipment is specified in this tariff involves direct electrical connection to the facilities furnished by the Company such connection shall be made through a connecting arrangement, at charges specified in this and other sections, furnished, installed, and maintained by the Company, except as provided below:
 - (1) Customer-provided communications systems, protective circuitry, or other terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with exchange telecommunications service in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
- d. Where telecommunications service is available under this tariff for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Company charges, as specified in 15.4, for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.
- e. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such

are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer provided equipment or systems.

- f. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer provided equipment or communications systems obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.
- g. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.
- h. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved.
- i. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this tariff, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. If the initial notification is verbal and the violation continues the customer may be notified in writing of the violation. The customer shall discontinue such use of the equipment or system or correct violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from corrected. Failure of the customer to discontinue such use or to correct the violation and give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this tariff.
- j. Customer-provided terminal equipment or systems which serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be used or connected, through connecting equipment furnished by the Company, with facilities of the Company for telecommunications service.
- k. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

15.2 CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.2.1 Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph equipment) which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities for telecommunications service either through a Data Communications subset, or a data access arrangement as described below in a. and b. respectively. Use of such service is on a two- point basis.

a. Data Communications Subset

The Data Communications subset shall perform the functions of:

- (1) network control signaling
- (2) conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities, and
- (3) conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a Data Communications subset shall be provided by the customer.

b. Data Access Arrangements

- (1) Network Protection Criteria

When the customer-provided data transmitting, and/or terminal equipment is used through a data access arrangement:

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

- (a) The customer shall furnish the equipment which performs the functions of data signal conditioning referred to under 15.2.1a(2) and 15.2.1a(3) above.
- (b)
- (c) To protect the telecommunications network and the service furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:
 - (i) to prevent excessive poise and crosstalk in the network, it is necessary that the power of the signal at the central office shall not exceed 12db below one milliwatt when averaged over any three-second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.
 - (ii) to protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:
 - (A) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in 15.2.1.b.(1)(c)(i) above.
 - (B) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.
 - (C) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
 - (D) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36 db below one milliwatt.

(E) The power in the band above 40,000 Hertz shall not exceed 50 db below one milliwatt.

(iii) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company's interface located on the customer's premises shall at no time have energy solely in 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

c. Acoustic, Inductive Connections

(1) Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph equipment) may be acoustically or inductively connected with Company facility for telecommunications service provided the acoustic or inductive connection is made externally to a Company network control signaling unit. Use of such service is on a two-point basis.

(2) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:

(a) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9 db below one milliwatt when averaged over any three second interval. However, to permit each customer independent of distance from the central office, to supply signal power which at the central office approximates 12 db below one milliwatt when averaged over any three second interval, the Company, at the customer's request, will specify, for each exchange service and WATS access line terminating at a customer's location the signal power at the output of the network control signaling unit (i.e., at the input to the Company line), which shall in no case exceed one milliwatt.

(b) To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Company line):

(i) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 db below the power of the signal as specified in 15.2.1.c.(2)(a) above.

(ii) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.

(iii) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.

(iv) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36 db below one milliwatt.

(v) The power in the band above 40,000 Hertz shall not exceed 50 db below one milliwatt.

- (c) To prevent the interruption or disconnection of a call or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.
- (3) Where acoustic or inductive connections are made at locations specified by the customer, the minimum network protection criteria will be as specified in 15.2.1.c.(2)(a). To meet these criteria, the Company will upon request, specify the level of signal power at the output of the network control signaling unit. Paragraph 15.2.1.c.(4) specifies when charges will apply for visits to the premises of the customer who requests such measurements.
- (4) Where, at the request of the customer, the network protection criteria as specified in Paragraph 15.2.1.c. (2)(a) are to be used at a specified location in connection with customer-provided acoustic or inductive connected data terminals, a non-recurring charge of \$12.14 (VCA) applies to each exchange service or WATS access line requiring the establishment of signal power levels at the output of the network control signaling unit during a visit to the customer's premises. This charge does not apply if work is performed at the time the subscriber's exchange service or WATS access line is installed.

15.2.2 Reserved for Future Filing

15.2.3 Reserved for Future Filing

15.2.4 Reserved for Future Filing

15.2.5 Recording of Two-Way Telephone Conversations

A. General

1. Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be directly, acoustically or inductively connected with telecommunications services. When such connections are made, the customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:
 - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of and obtained, at the start of the recording, or
 - b. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use.
2. Requirements for one of the conditions as specified in 1.a. through 1.c. preceding are not required:
 - a. When used by the Federal Communications Commission licensed broadcast station Customer for recording of two-way telephone conversations solely for broadcast over the air.
 - b. When used by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the

person of the President of the United States, members of his immediate family, or the White House and its grounds.

- c. When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees, to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.
- d. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.
- e. Additionally, recorder connector equipment which does not contain the automatic recorder tone device may be furnished to law enforcement agencies, fire departments and Public Safety Answering Points in connection with 911 Service for use on central office lines assigned exclusively for the receipt of local or intrastate law enforcement, fire or other emergency calls and attended at all times for such purpose provided that the department or agency certifies these conditions will be observed.
- f. When used by the United States Nuclear Regulatory Commission of the Department of Energy, with respect to the telephone systems located at its Operations Center for recording of two-way telephone conversations.

B. Rates and Charges

15.2.6 Reserved for Future Filing

15.2.7 Reserved for Future Filing

15.2.8 Reserved for Future Filing

15.2.9 Reserved for Future Filing

15.2.10 Reserved for Future Filing

15.3 RESERVED FOR FUTURE FILING

15.4 MAINTENANCE SERVICE CHARGE

A non-recurring charge of \$11.66 applies when a subscriber's customer-provided terminal equipment or inside wiring has been identified from test at the test board as having caused trouble and is in need of repair.

A minimum non-recurring charge of \$31.25 will apply for each repair visit of one hour or less to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment, communications system, or inside wiring. In the event repair visit requires more than one hour, the customer will be required to bear the cost incurred at \$31.25 per man hour.

15.5 RESERVED FOR FUTURE FILING

15.6 CERTAIN FACILITIES PROVIDED BY WESTERN UNION TELEGRAPH COMPANY

a. General

- (1) Interexchange private line services and channels furnished by the Western Union Telegraph Company to its subscribers under its tariffs for use in voice or alternate voice-data, voice-teleprinter, or facsimile-voice transmission may, when used for voice transmission and terminated in instrumentalities furnished

at both ends by the Company as a part of a service provided by the Company to the same subscriber under this tariff, may be connected for telecommunications service through such instrumentalities.

- (2) Interexchange private line services and channels furnished by the Western Union Telegraph Company as above to the U. S. Department of the Army, Navy, or Air Force and terminated at both ends in an instrumentality furnished by such Department, or at one end in such an instrumentality and at the other end in an instrumentality furnished by the Company, may also be connected to the Company's facilities subject to the conditions set forth under this tariff.
- (3) Channels within a communications base capacity furnished by the Company to the Western Union Telegraph Company for use by the latter as a part of its plant in furnishing TELPAK service under its tariffs may also, when connected at one end to a Telephone Company instrumentality in one exchange and used for voice transmission, be connected at the other end to a Company central office in a different exchange for foreign exchange telephone service in the latter exchange. Such channels may be extended by means of channel extensions of telephone grade furnished to the Western Union Telegraph Company by a telephone company from a telephone company central office in either such exchange to a telephone company instrumentality, or to a telephone company central office, in another exchange, for foreign exchange telephone service.

15.6 CERTAIN FACILITIES PROVIDED BY WESTERN UNION TELEGRAPH COMPANY

b. Rates

- (1) The rates and charges for equipment, instrumentalities, and service provided by the Company shall be the same as those that would apply if Company services and channels were so connected.
- (2) The rates and charges to the customer as referred to above are in addition to the rates and charges made by the Western Union Telegraph Company for the services and channels which it provides.

SECTION 16 - DATA SERVICE

16.1 RESERVED FOR FUTURE FILING

SECTION 17 - MOBILE TELEPHONE SERVICE

17.1 RESERVED FOR FUTURE FILING

17.2 RESERVED FOR FUTURE FILING

17.3 RESERVED FOR FUTURE FILING

SECTION 18 - LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.1 Directory Assistance Service

18.1.1 General

The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.

18.1.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.
 Directory Assistance Service – request of a telephone number – (maximum of two requested telephone numbers per call)
1. Outside the Company’s local calling area but within the Company’s HNPA serving area for the originating line.

	<u>Rate</u>
(a) Per Call	\$.80
 2. Outside the Company’s local or expanded local HNPA serving areas for the originating line.

(a) Per Call	1.15
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- B. Charges for directory assistance may be billed to the originating number, a calling card, or a third number.
- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D. Toll Directory Assistance charges are not applicable to calls which request telephone numbers of lines located within the Company’s HNPA serving area for the originating line and originate from lines provided for subscribers or primary users who have applied for and received Company certification as being unable to use a telephone directory due to visual or physical disability which can be confirmed by a physician, appropriate group, or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled persons(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal.

SECTION 19 - RESERVED FOR FUTURE FILING

19.1 RESERVED FOR FUTURE FILING

SECTION 20 - PRIVATE LINE SERVICE AND CHANNELS

20.1 LOCAL PRIVATE LINE SERVICE

20.1.1 Regulations

a. Scope of Service

- (1) Intraexchange private lines and special circuits are those used in connection with either Private Line Telephone Service, Private Line Teletypewriter Service, Private Line Morse Service or other similar services.

- (2) If and when the Company is requested to lease circuits to companies or individuals, to be used for the operation of signaling systems other than telephones, the current to be used must meet the Company's general requirements.
- (3) The Company shall not be responsible for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing the service covered by this section of this General Subscriber Services Tariff
- (4) All ordinary expense of maintenance and repair, in connection with facilities and services furnished by the Company, unless otherwise specified in the Company's tariffs, is borne by the Company. In case of damage, loss or destruction of any of the Company's accessories or circuits due to the negligence or willful act of the customer (or authorized user) and not due to ordinary wear and tear or to fire or other causes beyond the control of the customer, the customer shall be responsible for the cost of replacing facilities destroyed or for the cost of restoring the service to its original condition. A customer (or authorized user) may not rearrange, disconnect, remove or attempt to repair any apparatus or wiring owned by the Company, except upon the written consent of the Company.

20.1.2 Rates and Charges

- a. For circuits used as outlined above in this section of the General Subscriber Services Tariff, a charge is made for each circuit of \$1.12 per month, per quarter mile or fraction thereof for the distance, route measurement, with a minimum charge per circuit of \$10.68.
- b. For service requiring two or more cable pairs, connected to the central office, each cable pair will be considered a circuit
- c. An installation charge as specified in Section 4, Service Charges, will apply to each private line service established. This charge does not apply to each cable pair individually, but to the entire service.

20.2 RESERVED FOR FUTURE FILING

20.3 RESERVED FOR FUTURE FILING

20.4 RESERVED FOR FUTURE FILING

20.5 CHANNELS FOR PROGRAM TRANSMISSION

20.5.1 General

- a. The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any service by the Telephone Company or its connecting companies.
- b. Provision of all service described herein is subject to the availability of facilities and limitation in operating characteristics of the equipment.

20.5.2 Rates and Charges

These services are classified as interstate communications; therefore, are furnished in accordance with the rates and regulations set forth in Tariff F.C.C. No. 260 of the AT&T Company in which this Company is listed as a Concurring Carrier

20.6 RESERVED FOR FUTURE FILING

20.7 INTEREXCHANGE PRIVATE SERVICE

- a. Citizens Telephone Company concurs, except as noted in c. and d. below, in the rates, charges, and regulations governing intrastate interexchange private line services, channels, and equipment as filed in the Industry Subscriber Services Tariff and authorized by the North Carolina Utilities Commission
- b. This tariff includes the local portions as well as the interexchange portion of interexchange channels.
- c. Items of equipment or services tariffed individually by this Company, if any, are listed below. These Rates, charges, and regulations are applicable in lieu of the Industry Subscriber Services Tariff provisions.
- d. The Private Line Service Areas of this Company correspond to the service areas of the various exchanges and offices as shown on the map filed with the North Carolina Utilities Commission.

SECTION 21 - OPTIONAL CALLING PLANS

21.1 RESERVED FOR FUTURE FILING

SECTION 23 - SHARING AND RESALE

23.1 SHARING AND RESALE OF TELEPHONE SERVICES

23.1.1 General

- A. In general, subscriber service as set forth in Section 2 of this Tariff is furnished for the exclusive use of the subscriber, employees, agents, representatives or members of the subscriber's domestic establishment. However, Sharing and Resale of Telephone Services are permitted where facilities permit as specified following:
 1. Sharing and Resale of Telephone Services are permitted as set forth in Chapter 14 of the North Carolina Utilities Commission (NCUC) Rules and Regulations and under the conditions specified in this Tariff only when service is extended to parties who would ordinarily be business customers.
 2. Sharing of Telephone Services is permitted as set forth in Chapter 14 of the NCUC Rules and Regulations and under the conditions specified in this Tariff when the service is extended only to patrons of hospitals, nursing homes, rest homes or licensed retirement centers, to members of clubs, to students living in quarters furnished by educational institutions, or to persons temporarily subleasing a residential premises. These patrons will be collectively referred to as the "exception group" in this section of the Tariff. End-users in the exception group must occupy the same continuous premises and no separate charge can be made to them for local exchange service. If service is extended to the end user by the provider at no charge, then the arrangement is considered to be sharing. However, if a separate charge for the service is levied on the end user by the provider, then the arrangement is considered to be resale and is prohibited for service extended to end-users in the exception group except as it is allowed in 3. following for nonprofit colleges and universities and their affiliated medical centers. Providers may resell MTS and WATS to end-users within the exception group provided the separate charges for these services do not exceed the current AT&T MTS rates.
 3. Sharing and Resale of Telephone Services provided to a nonprofit college or university and its affiliated medical centers are permitted as set forth in Chapter 14A of the NCUC Rules and Regulations and under conditions specified in this Tariff. Telephone services may be extended to students or guests housed in quarters furnished by the institution, patrons of hospitals or medical centers of the institution or persons or businesses providing educational, research, professional consulting, food, or other support services directly to or for the institution, its

students or guests. A provider as specified in this paragraph who receives flat rate local exchange service from the Company for resale purposes may only charge his end-users flat monthly rates for local exchange service. Further, a provider as specified in this paragraph may not charge rates for long distance service which exceed the current AT&T MTS rates.

- B. The administrative charge specified in Section 23.1.3.C.7 of this Tariff does not apply to subscribers who extend local exchange service only to the exception group nor to subscribers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e. subscribers who extend local exchange service only to patrons of hotels and motels, to occupants of time-share or condominium complexes serving primarily transient tenants.
- C. Rates specified in Section 23.1.3 of this Tariff apply for local exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time-share or condominium complexes serving primarily transient tenants. Time-share or condominium complexes are considered to serve primarily transient tenants when greater than 50% of the units are occupied by persons who occupy those units for less than three months during a twelve month period.
- D. Customers who are subject to the measured/message rates as specified in this Section may subscribe to flat rate service for administrative use only. To obtain flat rate service for administrative use, the customer must provide the Company an affidavit stating that the flat rate service will be used only for administrative traffic and that sharing, or resale clients will not have access to the flat rate facilities except as specified in this Section.
- E. Intercom calling among end-users shall be permitted without restriction.

23.1.2 Conditions for Sharing and Resale

- A. Sharing and resale as allowed under Chapter 14 of the NCUC Rules and Regulations are permitted where facilities permit and within the confine of specifically identified continuous property areas, under the common ownership or management, not separated by property owned or managed by others. Property will be considered continuous even if intersected by a public thoroughfare if, absent the thoroughfare, the property would be continuous. The designated sharing or resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries. The sharing or resale area for a nonprofit college or university and its affiliated medical centers as allowed under Chapter 14A of the NCUC Rules and Regulations may include contiguous premise owned or leased by the institution and noncontiguous premises owned or leased exclusively by the institution. However, the conditions for connecting authorized noncontiguous premises are the same as the conditions specified in paragraph E. following.
- B. With the exception of subscribers providing service only to the exception group and to subscribers who are excluded from public utility status through compliance with conditions of G.S. 6-2-110(d) and G.S.62-3(23)g., i.e., subscribers who extend local exchange service only to patrons of hotels or motels or to occupants of time-share or condominium complexes serving primarily transient tenants, subscribers desiring to resell or share Company provided telephone services must provide the Company a written description of the intended size and scope of the project and an anticipated development plan in terms of new building construction and/or projected growth. Every provider who is not exempt from certification will provide a copy to the Company of the certificate specified in the NCUC Rules and Regulations.
- C. The Company maintains the right to serve directly any end-user within the identified resale service area. With one exception, when a sharing or resale client requests local service from the Company as well as the reseller, the Company will provide only measured local exchange service to the sharing or resale client where facilities permit; otherwise the Company will provide only message rate local exchange service to the sharing or resale client. The exception allows a sharing or resale client to subscribe to flat

rate service from the Company when the sharing or resale provider is authorized to use flat rate service for sharing or resale purposes.

- D. To fulfill the Company's obligation to provide local exchange service to the premises of all customer entities within a franchised area, including individual subscribers within a resale service area, the Company must be permitted to install and maintain its own facilities within the resale service area to reach the premises of each individual subscriber. Resale service will only be established if such access is provided to the Company free of charge.
- E. The Company shall be the only source of access lines or trunks connecting resold or shared service to the telephone network. Interconnection of end-users of different providers or between end-users of the same provider not occupying the same continuous premises must be through the Company or certified long distance carrier.
- F. Local service resellers are prohibited from establishing private or dedicated facilities to another resale or sharing location. Access to an interexchange carrier's point of presence is limited to facilities provided by the Company. Conditions and limitations restricting the resale or sharing of Foreign Exchange Service, Tie Line Circuits, and all private line services apply. A local service reseller who is also certificated to serve as a long distance reseller must adhere to all rules and regulations applicable to other certificated long distance resellers.
- G. As permitted under Chapter 14 of the NCUC Rules and Regulations, sharing and resale of local service will be provided on a measured service basis where facilities are available and on a message rate basis otherwise. Any message rate service will be subject to immediate conversion to measured service whenever the required facilities and equipment become available. Sharing or resale of local service will be provided on a flat rate basis when the shared service is extended only to end-users in the exception group as specified in 23.1.1.A.2 preceding and Chapter 14 of the NCUC Rules and Regulations or when shared or resold service is provided to a nonprofit college or university and its affiliated medical centers as specified in 23.1.1.A.3 preceding and Chapter 14A of the NCUC Rules and Regulations.
- H. Local service resellers are required to secure adequate local exchange trunks to ensure an adequate quality of service as specified in the NCUC Rules and Regulations.
- I. All rates and charges in connection with the sharing and resale operation and all repairs and rearrangements behind and including the reseller's communication switch will be the responsibility of the customer of record. The provider will be the single point of contact for all client services provided in connection with the Sharing and Resale of Telephone Services.
- J. A provider shall have a written contract with each end-user, with the exclusion of the exception group, as specified in Chapter 14 and Chapter 14A of the NCUC Rules and Regulations.

23.1.3 Rates and Charges

- A. The primary rates for Sharing and Resale Providers are contained in paragraph C.1. following. The secondary rate structure which is applicable only where measured service is not available is contained in paragraph C.2. following. The rates for sharing and resale provided by non-profit colleges and universities and their affiliated medical centers and for sharing involving the exception group are flat rate charges as specified in Section 3 of this Tariff.
- B. Local service usage charges will not apply to calls to the Company business office, repair service, directory assistance or for 911 emergency service.
- C. The following rates and charges apply for Sharing and Resale of Telephone Services except as specified in Section 23.1.3.A. preceding.

1. Sharing/Resale Measured Service

a. Individual Lines

Monthly rates are 80% of the Flat Rate PBX Trunk.

b. Trunks

(1) Monthly rates are 80% of the Flat Rate Business Individual Line Rate.

(2) Direct-Inward-Dialing (DID) service is provided only by inward-only trunks. Combination and out-dial trunks are provided for services optionally available with DID service.

c. Measured Usage Charges

(1) The following charges apply to originating calls within the local calling area:

Initial Minute or Fraction	Additional Minutes, each or Thereof	Fraction Thereof
	\$.05	\$.02

(2) For calls placed in the listed time periods, discounted charges apply as described following:

Time	Discount
Weekdays, 12:00 noon – 2:00 p.m.	50%
All days, 9:00 p.m. – 9:00 a.m.	50%
Saturday-Sunday, 9:00 a.m. – 9:00 p.m.	50%

a. Individual Lines

Monthly rates are 80% of the Flat Rate Business Individual Line Rate.

b. Trunks

(1) Monthly rates are 80% of the Flat Rate PBX Trunk Rate.

(2) Direct-Inward Dialing (DID) Service is provided only by inward only trunks. Combination and out dial trunks are provided for service optionally available with DID service.

c. Message Rates Usage Charges

(1) The following charge applies to originating calling within the local calling area:

Price

(a) Each message	\$.12
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3. Rates and charges for Direct Inward Dialing (DID) and other associated services apply as specified in other sections of this Tariff.
4. Service charges as specified in Section 4 of this Tariff apply as appropriate.
5. Reseller client listing provides one listing in the alphabetical section of the directory. The reseller client listing charge will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month.

Monthly Rate

(a) Per Business Client \$1.15

6. Charges for additional listings used to further define a reseller client apply at the standard tariff rate as specified in Section 6 of this Tariff.
7. An administrative charge applies for each subscriber who satisfies the conditions of Sharing or Resale of Telephone Services Nonrecurring Charge

(a) Service Establishment Charge \$300.00

23.1.4 Definitions

A. Customer of Record

Person, corporation or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuances of service; payment in full of charges incurred such as Toll, Directory Assistance, etc.: providing legal description of Resale Service Areas to the Company.

B. Reseller Client/End-User

The party to whom resold or shared service is provided. End-users are persons or firms which are considered business subscribers under the regulations of the Company or are members of the exception group.

C. Sharing/Resale Service Area

Area within which a reseller offers shared or resold local exchange telecommunications service.

D. Reseller/Provider

The subscriber to the Company offering shared and/or resold service to others.

SECTION 100 - OBSOLETE SERVICE OFFERINGS

100.1 RESERVED FOR FUTURE FILING

105.3 RESERVED FOR FUTURE FILING

111.1 RESERVED FOR FUTURE FILING

- 111.2 RESERVED FOR FUTURE FILING
- 111.3 RESERVED FOR FUTURE FILING
- 111.4 RESERVED FOR FUTURE FILING
- 111.5 RESERVED FOR FUTURE FILING
- 111.6 RESERVED FOR FUTURE FILING
- 114.1 RESERVED FOR FUTURE FILING
- 114.2 RESERVED FOR FUTURE FILING
- 114.3 RESERVED FOR FUTURE FILING