

Citizens Telecommunications Company of Tennessee LLC

d/b/a

Frontier Communications of Tennessee LLC

Rates, Rules and Regulations for Furnishing

Telephone Service

In the Exchanges of

Claxton, Powell, Rutledge, Tate Springs and Washburn

EXPLANATION OF SYMBOLS

- (C) To signify changed regulation
- (D) To signify discontinued rate, treatment or regulation
- (I) To signify an increased rate or new treatment resulting in increased rate.
- (N) To signify a new rate, treatment or regulation
- (R) To signify a reduced rate or new treatment resulting in reduced rates.
- (T) To signify a change in text, but no change in rate, treatment or regulation
- (M) To signify move in location of text.

TABLE OF CONTENTS

<u>TITLE</u>	<u>SECTION</u>
Application of Product Guide	1
Obligation and Liability of Telephone Company	2
Use of Service and Facilities	3
Establishment and Furnishing of Service	4
Telephone Directories	5
Establishment and Maintenance of Credit	6
Business and Residence Service	7
Initial Contract Periods	8
Termination of Service	9
Special Services and Facilities	10
Construction Charges	11
Concession Service for Schools and Public Libraries	12
Joint User Service	13
Vacation	14
Extension Stations	15
Payment Arrangement and Credit Allowances	16
Returned Checks	17
Nuisance Call Investigation	18
Customer Provided Public Telephone	19
Digital Channel Service	20
Miscellaneous	21

TABLE OF CONTENTS

<u>TITLE</u>	<u>SECTION</u>
Enhanced Universal Emergency Number Service (911)	22
Citizens Digital Centrex (CDC)	23
Definitions	24
Local Exchange Rates	25
Exchange Boundary Maps	26
Service Charges - Connections, Moves and Changes	27
Mileage Charges	28
Push Button Dialing Service	29
Custom Calling Service	30
Direct Inward Dialing Service	31
Directory Listings	32
Reserved for Future Use	33
Remote Call Forwarding	34
Customer Incentive Program	36
Foreign Exchange Service	37
Message Toll Service	38
WATS	39
Extended Number Referral Service	40
Schools and Libraries Discount Program	41
Reserved for Future Use	42

TABLE OF CONTENTS

TITLE	SECTION
Reserved for Future Use	43
Call Blocking Services	44
CLASS Services	45
Multi Media Services	46
Lifeline Assistance Program	47
SMDI Interface	49
Non-Emergency (311) Service	51
Travel Information (511) Service	51
Telecommunications Relay (711) Service	51
Information & Referral (211) Service	51
Integrated Services Digital Network (ISDN) -Primary Rate Interface (PRI)	X33

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
Access Services	38	1
Account Lock	44	3.1
Adjustment of Charges	2	2
Application of Product Guide		1 1
Applications for Service	4	1
Booths	36	2
Business Service	7	1
Business Traffic Study Service	5	2
Bill Number Screening (BNS)	44	4
Call Blocking	44	1
Call Forwarding	30	1
Call Waiting	30	1
Centrex Service	23	1
Citizens Select	25	5
CLASS Services	45	1
Collection Charge	4	3
Computer Access Service - Schools and Public Libraries	12	2
Construction Charges	11	1
Credit, Establishment and Maintenance	6	1
Custom Calling Service	30	1
Customer Provided Equipment	3	1
Customer Provided Public Telephone Service	19	1
Defacement of Premises	2	2
Definitions	24	1

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
Deposits	6	1
Detached Extension Mileage	8	1
Digital Channel Service	20	1
Direct Inward Dialing Service	31	1
Directories	5	1
Directory Errors	2	1
Directory Listings	3	21
Discontinuance of Service for Failure to Establish Credit	6	2
Electronic Bill Payment Program	4	3
Emergency Number Service (911)	22	1
Enhanced Universal Emergency Number Service (911)	22	1
Establishment of Credit	6	1
Extended Area Service	25	3
Extension Stations	15	1
Foreign Exchange Service	37	1
Foreign Listing	32	4
Frontier Choices SM	25	11
Frontier Feature5 Pack SM	25	9
Frontier Works SM Small Business Solutions	25	14
Initial Contract Periods	8	1
Information & Referral 211 Service	51	18
Interest on Deposits	6	2
International Call Blocking	44	3
Interruptions of Service	2	1

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)	X33	1
Joint User Service	13	1
Lifeline Assistance Program	47	1
Line Connection Charge	27	2
Line Extensions	11	2
Local Loop Rental	28	2
Local Exchange Rates	25	1
Local Exchanges	25	3
Maintenance of Company Owned Facilities	4	3
Maintenance of Customer Owned Equipment	4	3
Reserved for Future Use	50	1
Mileage Charges	28	1
Minimum Service Period	8	1
Multi-Element Non-Recurring Charges	27	1
Multi Media Service	46	1
Non-Emergency 311 Service	51	1
Nuisance Call Investigation	18	1
Reserved for Future Use	40	1
Payment for Service	4	2
Plant Extensions	11	1

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
Push Button Dialing Service	29	1
Promotions	21	2
Remote Call Forwarding	34	2
Rendering of Bills	4	2
Residence Service	7	2
Restoral of Service Charge	6	2
Returned Checks	17	1
Returned Set Credit	16	1
Rights-of-Way	11	3
Schools and Libraries Discount Program	41	1
Service Charges - Connections, Moves and Changes	27	1
Service Interruptions	2	1
Service Order Charge	27	2&4
Service Performance Guarantee	16	1&2
SMDI Interface	49	1&2
Special Billing Number	4	1
Special Construction	11	4
Special Services and Facilities	10	1
Special Promotions	10	1

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
Speed Calling	30	1
Tampering with Equipment	3	7
Telecommunications Relay 711 Service	51	13
Telephone Numbers	4	1
Termination of Service	9	1
Three Way Calling	30	1
Toll Service	38	1
Travel Information 511 Service	51	6
Trip Charge	27	2
Underground Facilities	11	4
Use of Profane Language	3	7
Vacation Rate	14	1
Wide Area Telephone Service (WATS)	39	1

1. APPLICATION OF TARIFF

The rules and regulations specified herein apply to the intrastate services and facilities furnished by Citizens Telecommunications Company of Tennessee LLC d/b/a Frontier Communications of Tennessee LLC, hereinafter referred to as the Telephone Company, or Company. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

Except as noted otherwise, this Product Guide applies to CTC Volunteer State study area exchanges of the Company.

The exchanges served by the Volunteer State study area of the Company are as follows:

<u>Exchanges</u>	<u>County</u>
Claxton	Anderson
Powell	Knox
Rutledge	Grainger
Tate Springs	Grainger
Washburn	Grainger

2. OBLIGATIONS AND LIABILITY OF TELEPHONE COMPANY

2.1 Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

The services offered in this Product Guide enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC or a customer of another TSP (Telecommunication Service Provider) provided the TSP has properly executed an interconnection agreement or other appropriate traffic interchange agreement with Frontier. Frontier will not originate calls to a TSPs NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interchange agreement with Frontier has been fully executed and proper facilities are in place.

The rates specified herein also entitle customer to an unlimited number of messages to all stations located within the geographic boundaries of the county in which the customer resides. Toll-free countywide calling is not applicable for sent paid coin, pager numbers, cellular numbers, remote call forwarding numbers, foreign exchange numbers, WATS, 800, 900/976, and 700 types of calls.

To the extent that an originating or terminating exchange is split between two or more counties, only those stations located within the same county may be called without incurring toll charges. Many exchanges can be called to some degree on a toll-free intracounty basis, but not completely on a toll-free basis, i.e., the exchange is split between counties.

County-wide calls originated by a Frontier customer which are carried by an IXC (Interexchange Carrier) via 1+ dialing and terminate to a customer of another Local Exchange Company (LEC) or a Competitive Local Exchange Carrier (CLEC) that is not participating in County-wide Calling (code not available in the TAR code database) are rated and billed at the applicable toll charge. Any Frontier customer who is billed for an intra-county call of this type who notifies Frontier of the billing error will receive credit for the associated toll charges if Frontier is the billing agent for the IXC involved. At the time credit is issued Frontier will notify the TRA of the billing violation caused by non-compliance of the terminating LEC or CLEC so the TRA can take proper corrective action.

2. OBLIGATIONS AND LIABILITY OF TELEPHONE COMPANY (Continued)

2.2 Interruptions of Service

If service is interrupted for more than 24 hours other than by the negligence or willful act of the subscriber, or the failure of the facilities provided by the customer, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the customer, 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 the Company, except as otherwise specified in this Product Guide. For the purpose of administering this regulation, every month is considered to have thirty days.

2.3 Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the subscriber's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

2.4 Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the subscriber, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of the errors.

2. OBLIGATIONS AND LIABILITY OF TELEPHONE COMPANY (Continued)

2.5 Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other Companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

2.6 Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

2.7 Adjustment of Charges

In the adjustment of charges for overbilling or incorrect billing by the Telephone Company: (1) when both the excess charge and the time period during which the excess charge was paid can be determined from available records, a refund will be given in the amount of the excess charge for each billing cycle or other time period during which the excess charge was paid; (2) when the exact amount of the excess charge cannot be determined from available records, the Company will estimate the excess charge and will give a refund in the amount of the estimated excess charge for each billing cycle or other time period during which the estimated excess charge was paid; (3) when the time period during which the excess charge was paid cannot be determined from available records, the Company will estimate the time period and will give a refund in the amount of the excess charge for the estimated period, up to a maximum of three years. No adjustment will be made nor refund given if no records exist to substantiate a claim of overbilling or incorrect billing.

2.8 Backbilling

The Company may bill customers for previously incurred, but unbilled charges up to twenty-four months after the service was provided.

2.9 Period for the Presentation of Claims

With respect to claims for overbilling or incorrect billing, the Company will not be liable for refunds of excess charges in any case where the claim is not presented within six years after the alleged overbilling or incorrect billing occurs. The Company may require a written description of the alleged overbilling or incorrect billing.

2.10 Alterations

The subscriber must promptly notify the Telephone Company whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring or equipment; and the subscriber agrees to pay the Telephone Company's current charges for such changes. The Telephone Company may, at its option, require a written description of the alterations or construction, including plans, drawings, maps, schematics, and suchlike.

3. USE OF SERVICE AND FACILITIES

3.1 Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company, on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

3.2 Connection of Certain Facilities of Customers

A. General Regulations

Certain customer-provided terminal equipment may be used and customer provided communications systems may be connected with the facilities furnished by the Telephone Company for telecommunications services under certain circumstances as provided in this Section of this Product Guide. This section supersedes and cancels all other terms, conditions, rates and charges as shown elsewhere in this Product Guide should they conflict with any of the terms, conditions, rates and charges as set forth in this section.

Where telecommunications service is available under this Product Guide for use in connection with customer-provided terminal equipment, protective circuitry, customer premise wiring and jacks, 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 Telephone Company. The customer shall be responsible for the payment of Telephone Company charges as specified in this Section.

3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, protective circuitry, customer premises wiring and jacks, or communications systems.

The Telephone Company will not be responsible to the subscriber, or otherwise, if changes in the Company's communications facilities, equipment, operations or procedures, render the customer-provided terminal equipment, customer premises wiring and jacks, or protective circuitry obsolete; or, require modification or alteration of such equipment.

Where any customer-provided equipment, wiring, jacks, protective circuitry or system is used with telecommunications service in violations of any of the provisions in this Product Guide or other governing tariffs, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system, or correct the violation, and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone 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 Product Guide.

The customer must provide all the electrical power necessary for the operation of customer-provided communications systems, equipment, and associated lines to the point of interconnection.

Customer provided equipment will be connected by the customer to inside wiring and outlets according to specific rules and regulations as set forth by the F.C.C.

3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

Terminal equipment or protective circuitry as specified by the F.C.C. and lawfully connected directly to the Telephone Company's facilities in each exchange as of October 17, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered with the F.C.C., unless subsequently modified.

Terminal equipment and protective circuitry of a type not lawfully connected directly to the Telephone Company's exchange on October 17, 1977, where compatible, may be connected thereafter in the same or a compatible exchange only if the customer-provided terminal equipment or protective circuitry has been registered with the F.C.C.

Terminal equipment and protective circuitry as specified above, excluding coin telephones may be directly connected to the Telephone Company's one-party exchange facilities in accordance with the terms and conditions of this Product Guide or other governing tariffs.

Terminal equipment or protective circuitry not registered with the F.C.C. or of a type specified above may be connected to the network through the use of a Telephone Company provided network control signaling unit and/or connecting arrangement.

Terminal equipment or protective circuitry may not be directly connected to multi-party facilities except through a Telephone Company provided network control signaling unit or connecting arrangement. The Telephone Company must consent to this type of connection prior to installation.

The Telephone Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Telephone Company caused by customer-provided terminal equipment or protective circuitry. The Telephone Company will not be liable for damages arising out of injuries to persons or property from the electrical, mechanical, or other failure of any nature, including fires, explosions, or electrical hazards of customer provided equipment regardless of cause.

3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

Customer-provided terminal equipment or protective circuitry directly connected to exchange facilities must be registered with the F.C.C. or lawfully connected directly to the Telephone Company's facilities as of October 17, 1977.

Customer-provided terminal equipment or protective circuitry may not be directly connected to party line service and coin telephone service.

Customer-provided terminal equipment or protective circuitry connected to exchange facilities shall be made only through standard jacks, as specified by the F.C.C., so as to allow for easy and immediate connection or disconnection.

Customers desiring to connect terminal equipment or protective circuitry to the Telephone Company's exchange facilities, before such connection is made, are required to notify the Telephone Company business office of the following information:

The F.C.C. Registration Number, or description of equipment if it is equipment lawfully connected as of October 17, 1977, and

The Ringer Equivalence Number of the registered terminal equipment or registered protective circuitry, and

The line number or directory number to which the terminal equipment or protective circuitry will be connected, and

Other such information that may be required to assure the compatibility of the equipment to be connected.

A customer who fails to notify the Telephone Company of such connection will be subject to disconnection of service.

In the event customer-provided terminal equipment causes harm, the Telephone Company will, when practicable, notify the customer that discontinuance of service may be required; however, where prior notice is not practicable, the Telephone Company will, (1) promptly notify the customer of such temporary discontinuance, and (2) afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance.

3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

B. Connection of Telephone Company Provided Equipment

Telephone Company provided terminal equipment or protective circuitry as specified by the F.C.C., will be directly connected by the Telephone Company to one-party exchange facilities through the installation of the standard plug and jack arrangement.

Customers are not permitted to enter or make connections inside the Telephone Company protector. The network interface device when installed provides a compartment for customer connections.

C. Inside Wire

All inside wire shall be detariffed and deregulated effective January 1, 1987, by authority of the Tennessee Public Service Commission in Docket No. U-86-7466.

Customer premise wiring includes all of the wiring and jacks inside the customer's premises as well as the wiring extending from the telephone company provided protective device or network interface, if present.

Customers will have the full right to use, change, rearrange, or add to the customer premise wiring beginning January 1, 1987.

D. Customer Premise Equipment

Customer premise equipment is defined for this Product Guide as all equipment located on the customer premise except over-voltage protection equipment, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

All embedded customer premise equipment has been detariffed and deregulated effective January 1, 1991, by authority of the Tennessee Public Service Commission in Docket U-85-7353.

3. USE OF SERVICE AND FACILITIES (Continued)

3.3 Use of Subscriber Service

Subscriber Telephone service, as distinguished from public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

3.4 Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

3.5 Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny telephone service to any person's firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

3.6 Governmental Objections to Service

The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

(C) – Denotes that Semi-Pub service has been de-regulated.

4. ESTABLISHMENT AND FURNISHING OF SERVICE

4.1 Application for Service

Applications for service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charge if applicable. The terms and conditions specified in such contracts are subject to these General Rules and Regulations, and this Product Guide for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

Requests from subscribers for additional service, equipment etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

4.2 Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number or the central office designation, or both, of a subscriber whenever it deems it advisable in the conduct of its business so to do.

Special billing telephone numbers are usually unique numbers that may be available for the purpose of identifying designated toll calls or specific local service. When available, special billing telephone numbers are provided to Telephone Company customers upon request at the rate specified below. The Company reserves the right to change or discontinue use of special billing telephone numbers whenever it is deemed advisable in the conduct of its business to do so. A recurring monthly charge of \$1.50 shall apply for each Special Billing Telephone Number.

4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service

A. General

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these General Rules and Regulations. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

The subscriber shall pay for services and facilities monthly in advance except Departments, Administrations and Agencies of the Federal, State, and County, Township or Municipal Governments and shall pay for Toll Messages (including charges for messenger service), Teletypewriter Exchange Service Messages, and Moves and Changes when billed. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.

In the event the service of a subscriber has been twice denied for nonpayment within the previous 12 months, service may be terminated in lieu of a third denial. Service then may be re-established at the option of the Company only on the basis of a new application.

B. Rendering of Bills

All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Telephone Company, or an authorized collection agency, on the "due" dates so stated.

When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand.

C. Late Payment Charge

A Late Payment Charge of 1 ½% or \$9.00, whichever is greater, applies to each residence customer's bill and 1 ½% and \$14.00 applies to each business customer's bill when the previous month's bill has an unpaid balance of \$70.00 or more. The late charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. (R)

4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

D. Collections

In the event of failure by the subscriber or those responsible to pay any regular bill on or before the stated "due" dates in which the bill is rendered or to promptly settle special toll bills, the Company may discontinue service without further notice at any time during such default. Service need not be restored unless or until all amounts due at the day of payment are paid in full including the restoral of service charges.

The regular restoral of service charge will be made for reconnecting services which have been discontinued for non-payment of charges due. Subsequent to the completion of an order to terminate the service, it may at the option of the Telephone Company be re-established only on the basis of a new application.

E. Installment Billing on Service Connection Charges

The Company shall offer customers installment billing on all inward movement service charges as shown in Section S27 which may be spread over a maximum of four months for business customers and twelve months for residence customers. Installment billing may also be offered on residence orders including changes or additions and may be spread over a maximum of twelve months. A minimum billing of \$5.00 per month is applicable regardless of the number of months over which the payment is spread.

4.3E Electronic Bill Payment Program

A. General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

B. Regulations

1. Frontier Online Bill Payment is a discretionary service.
2. An Email reminder will be sent to customer when their bill is available
3. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

C. Rates

	<u>Monthly</u>
Rate for Online Bill Payment with duplicate paper bill	\$2.00

4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.4 Maintenance and Repairs

A. Maintenance of Company Owned Facilities

All ordinary expense of maintenance and repair of Company owned facilities, unless otherwise specified in the Telephone Company's Product Guide, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's instruments, or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber.

B. Maintenance of Customer Owned Equipment

When the Company makes a repair visit, and a Standard Network Interface is not present, and determines that the trouble is caused by facilities for which the customer is responsible, the Company will inform the customer that the trouble is in facilities for which the customer is responsible. The Company, however, will not provide repairs to facilities for which the customer is responsible under this Product Guide. This service is provided as a part of basic local exchange service. No additional charges will apply.

4.4 Maintenance and Repairs (Continued)

B. Maintenance of Customer Owned Equipment (Continued)

A non-recurring charge will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in the customer's provided terminal equipment or communications system which is arranged for connection to the Company's facilities. This non-recurring charge would only apply when a Standard Network Interface (SNI) is present and the customer refuses to test at the SNI.

Charges:

Each visit	\$20.00
------------	---------

4.5 Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.6 Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)

(N)

5. TELEPHONE DIRECTORIES

5.1 Distribution

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other Company directories will be furnished at a charge of \$1.00 each. (1)

5.2 Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the subscriber. No binder, holder, or auxiliary cover, except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

- (1) Directories of other telephone companies will be furnished, when available, at the cost to the Company for acquiring such directories.

6. Business Traffic Study Service

6.1 General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

6.2 Regulations

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
 - Line or Trunk Study
 - Remote Call Forwarding Study
 - Multiline Hunt Group Study

6.3 Rates

Monthly

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

6. ESTABLISHMENT AND MAINTENANCE OF CREDIT

6.1 Establishment of Credit

The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Telephone Company, doubtful. In order to insure the payment of all charges due for its service, the Telephone Company may require any subscriber to establish and maintain his credit in one of the following ways:

By furnishing references acceptable to the Telephone Company.

By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.

By means of a cash deposit.

6.2 Amount of Deposits

The amount of deposit required for the purpose of establishing a subscriber's credit shall not exceed his estimated bill for exchange service and toll charges for one normal billing period plus forty-five days. The Telephone Company may require the subscriber to increase the amount of the deposit at any time if, in its opinion, the charges billed against the subscriber are found to warrant such an increase.

6.3 Deposit not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any sums due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

6.4 Lifeline Service

No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.

6. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6.4 Interest to be Paid on Deposits

Interest at the rate of 6% annually shall be paid by the Company on all deposits made for the purpose of establishing credit. Simple interest shall be computed from the date of payment of the deposit and shall be paid annually, or at the time of discontinuance of service or date of request for withdrawal of the deposit.

6.5 Reserved for Future Use

6.6 Discontinuance of Service for Failure to Establish Credit

Service may be disconnected for failure to establish credit, as authorized above, within five days after the Company has served or mailed notice requiring the subscriber to do so.

6.7 Reserved for Future Use

6.8 Restoral of Service Charge (Reconnect Charge)

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company.

Where service has been discontinued for non-payment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, the following charges apply for reconnecting all services and facilities being provided a subscriber at one location:

Residence.....	\$23.00 (I)
Business.....	\$23.00 (I)

The charges shown in this section apply to private branch exchange service when the stations are installed, changed, or moved; when the move involves both a move of stations and other equipment, the charge for the entire move will be the actual cost with a minimum charge equal to the charge shown above for the number of private branch exchange stations moved.

6. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6.8 Restoral of Service Charge (Continued)

In the case of private branch exchange equipment for which the initial contract period is for a number of years at the same location, the customer is given the choice of arranging for the change of location on the same or to a different premises in the same exchange area, by one of the following methods and regardless of whether or not the initial contract period has expired.

By terminating the contract for service at the old location, and signing a new application for a five year period at the new location. In this case, the customer is required to pay the sum of any termination charges which may be applicable, plus the Non-Recurring Charges which would apply in case of a new installation.

7. BUSINESSES AND RESIDENCE SERVICE

7.1 Business Service

Business rates apply at the following locations:

- A. In offices, stores, factories, mines and all other places of a strictly business nature.
- B. In boarding houses, except as noted under 7.2.B., offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
- C. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

Exception would be Work@Home Program, which allows residential customers who operate business out of their home for products and/or services that may not otherwise be available to the general public, to advertise their business in the Yellow Pages. Residents with this type of business would not have a separate office or building in which products could be purchased or walk-up traffic isn't an option. These products and/or services would solely be available to customers based on incoming phone traffic to their place of residence. Examples of this type of business include cosmetics, household storage products, home interior decorating products, etc. The Work@Home Program allows residential customers to purchase a Yellow Page ad to advertise their product or service. However customers would not be allowed to:

- Change their white page listing from their residential name
- Include the business name in Directory Assistance
- Receive a free semi-bold listing in the yellow page as a courtesy

Their Yellow Page ad would be categorized based on the type of product or service and then listed alphabetically. Customers would be contacted directly by Frontier's 3rd party vendor of the phone directory on placing their Yellow Page Ad. Charges for the advertisement could be placed on their monthly invoice provided customer is served by Frontier.

- D. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
- E. In college fraternity houses.
- F. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under 7.2.C. below.

7. BUSINESS AND RESIDENCE SERVICE (Continued)

7.2 Residence Service

Residence rates apply at the following locations:

- A. In private residence where business listings are not provided.
- B. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- C. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

8. INITIAL CONTRACT PERIODS

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.

The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.

9. TERMINATION OF SERVICE

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

In the case of directory listings and joint-user service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-user service, subject, however, to a minimum charge for one month:

- a. The contract for the main service is terminated.
- b. The listed party or joint user becomes a subscriber to some class of exchange service.
- c. The listed party or joint user moves to a new location.
- d. The listed party or joint user dies.

For P.B.X. service the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of the service.

No Lifeline customer can be disconnected from Local Service for non payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

10. SPECIAL SERVICES AND FACILITIES

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the Product Guide schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

10.1 SPECIAL PROMOTIONS

The Company may offer special promotions of new or existing services or products. Subject to the availability of products, services and facilities, promotions will be available on a completely nondiscriminatory basis to all subscribers meeting the eligibility criteria for each promotion within the classification of service and area for which the promotion is available. Each subscriber meeting the eligibility criteria will have an equal opportunity for participation.

11. CONSTRUCTION CHARGES

11.1 General Regulations

Lines will be extended in accordance with provisions specified in paragraphs 11.4.A, B, C and D, Line Extensions, of this tariff.

Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:

The facilities are provided in remote or undeveloped sections outside the base rate area.

Conditions require the provision of special equipment or unusual methods of plant construction, installation or maintenance.

The customer's location requires the use of costly private right-of-way.

Title to all construction, as specified in 11.2 following, provided wholly or partly at a customer's expense is vested in the Telephone Company.

By "cost" is meant the cost of labor and materials including the usual supervisory expense.

When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by the customer.

The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.

Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

11. CONSTRUCTION CHARGES (Continued)

11.2 Poles On Private Property

Poles on private property to be used in serving an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber of \$25.00 for each such pole, except that the Telephone Company will furnish as many as two poles without charge to the subscriber provided the poles thus furnished are used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.

Poles on private property to be used as a part of the standard distributing plan serving subscribers in general are furnished, maintained, and owned by the Telephone Company, subject to such construction charge as may be applicable.

Circuits on poles on private property are furnished, owned and maintained by the Telephone Company.

11.3 Line Extensions (Outside Base Rate Area)

Rural lines will be extended in accordance with the provisions specified in this section under Rural Line Services of this tariff.

11.4 Line Extensions

A. Facilities Provided Without Construction Charge

- 1) Under normal conditions, the Telephone Company, without charge, will extend its lines to reach applicants within the exchange service area, provided either of the two following conditions are satisfied:
 - a) Service to such applicant or applicants will not reduce the existing overall density of the System or
 - b) The cost of constructing the required line extension will not exceed four times the estimated annual exchange revenue from such applicant or applicants.

11. CONSTRUCTION CHARGES (Continued)

11.4 Line Extensions (Continued)

B. Construction Charges for Facilities in Excess of the Above Allowances

If for a line extension the requirements of an applicant or group of applicants exceeds the above, a construction charge is made for the facilities in excess of the allowances specified under 11.4.A.1)b) plus a gross up factor of 33% for the Company's additional liability for federal income taxes resulting from the application of this construction charge. The construction charge for line extensions is apportioned equally among all applicants of a group.

The construction charge assessed an applicant or applicants for facilities in excess of the allowance shall be paid in advance.

Payments for line construction are not refundable and no credit will be allowed for future installation on line extensions constructed under the above regulations.

Plan extensions to provide service on a basis other than as covered above require the payment of construction charges as determined from the conditions.

C. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

D. Other Regulations

Applicants may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

Line extensions are further subject to the regulations specified in the Tariffs of this company, which tariffs as they now exist or as they may be revised, added to or supplemented by superseding issues are hereby made a part of this tariff.

11. CONSTRUCTION CHARGES (Continued)

11.5 Special Type of Construction

When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customers' premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

- A. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable - including the cost of installing - less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
- B. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
- C. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.
- D. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- E. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

12. CONCESSION SERVICE FOR SCHOOLS AND PUBLIC LIBRARIES

12.1 Schools - School/Parent Communications Service

A concession may be granted to schools (K-12) , which will apply toward charges applicable for lines dedicated exclusively to School/Parents Communications Systems.

School/Parent Communications Systems are defined as an arrangement which uses automatic dialer equipment to dial preselected numbers, and upon the telephone connection being established, transmits a recorded message. This arrangement may also include a voice mail-box at the school so that incoming messages to the school or recorded responses made during initial calls may be directed to an individual teacher.

Autodialers are to be used only to contact persons providing written consent to the school to be contacted or to contact parties authorized to act on behalf of persons providing written consent.

The Principal of the school, as the official in charge of the school, must annually certify to the Company it's compliance with these regulations in order to qualify for the concession allowance for the ensuing calendar year. Such certification must be received by not later than November 15 each year.

For schools, with flat rate business lines, a concession equal to the business flat rate less the residential flat rate will be granted to access lines used for School/Parent Communication Systems (Grades K-12 only).

The application of concession is limited to one concession per line dedicated and used exclusively for the School/Parent Communications Service. The maximum number of concession allowances which may be granted per school may not exceed one concession per one hundred students or fraction thereof.

12. CONCESSION SERVICE FOR SCHOOLS AND PUBLIC LIBRARIES (Continued)

12.2 In-Classroom Computer Access Service

12.2.1 General

- A. Pursuant to an Order by the Tennessee Regulatory Authority, this tariff offering provides local telephone lines for the in-classroom use of computers and modems to access various informational databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. These telephone lines may also be used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students.
- B. The access line rate described in 12.2.3.A.1 includes the rate for Push Button Service.
- C. This access line shall not be used to replace administrative lines.
- D. Listings will not be provided for these access lines.
- E. Nonrecurring charges are to be billed at Simple Residence rates.
- F. All rules and regulations that appear in other sections of this Tariff apply unless otherwise stated herein.

12.2.2 Regulations

- A. This offering is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools.
- B. This offering is available to public libraries including the state library and archives, the regional libraries and free public libraries in any county, city or town.

12.2.3 Rates and Charges

- A. The access line for In-Classroom Computer Access Service is provided at the following rates which include Push Button Dialing Service.

1. Access line

	Monthly Rate
(a) Outgoing Only	\$17.00
(b) Both Way	\$17.00

13. JOINT USER SERVICE

13.1 General Rules and Regulations

Joint user service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber. Upon written application by the subscriber, the Telephone Company will extend service to joint users, except that not more than one joint user will be permitted for each main line or for each trunk of a commercial P.B.X. system. Joint user service is not furnished in situations where a subscriber is engaged in the business of renting office space on a transient or permanent basis, or for other reasons desires to furnish telephone service to his clients.

To facilitate the use of joint user service, a directory listing is included as a part of the classification, and additional listings may be furnished joint users under the same conditions as to regular subscribers. Listings for joint user service must bear the same address and telephone number as the listing of the main station.

Joint users are permitted only in connection with business individual line, residence individual line, and P.B.X. service. The joint users must be located in the same office or suite of offices as the subscriber, and in connection with residence service, in the same household.

Joint user service shall be furnished only at the request of the subscriber to the main station, who shall make application therefore, and shall be responsible for the payment of all charges incurred thereunder.

Charges for joint user service date from the day the contract is executed, and are payable monthly in advance. The minimum charge for joint user service is for a directory period, except that the service may be cancelled before the listings close for the next issue of the directory. Contracts for joint user service may be terminated at the end of the directory issue, or at any time upon payment of all charges for service for the minimum contractual period, and otherwise only as specified in the Termination of Service section of this Tariff.

13. JOINT USER SERVICE (Continued)

13.2 Joint User - Rates

Joint user service, including one listing in the directory, is furnished at the following rates for each joint user, per month:

Business individual line service 25% per cent of individual business line rate computed to the next higher multiple of \$.25.

Residence individual line service 25% per cent of individual residence line rate computed to the next higher multiple of \$.25.

14. SUSPENSION OF SERVICE

(C)

14.1 VACATION RATES

(M)

Upon request, a residence subscriber with one-party service within the base rate area of an exchange may temporarily suspend his service for a period of one month or more. No outward or inward service is provided during the period of suspension.

Suspension of service may begin on any day of the month, provided reasonable notice is given in advance, and the non-recurring charge will apply.

The reduction in the rate for the period of suspension is equal to fifty percent of the total exchange service charges.

Bills are rendered at regular billing dates during the period of suspension

14. SUSPENSION OF SERVICE, Continued

(N)

14.2 VACATION GET AWAY SERVICE

14.2.1 General

Vacation Get Away Service provides for temporary discontinuance of service at the customer's request without termination of the service.

14.2.2 Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.
7. Vacation Get Away Service will be available where technically feasible.
8. Charges for Vacation Get Away Service will be a monthly recurring fee.

14.2.3 Rates

Recurring Charge

Vacation Get Away Service

\$5.00

(N)

15. EXTENSION STATIONS

15.1 General Regulations

Extension stations are not furnished with Public Telephone Pay-stations*.

Separate telephone numbers or other distinctive designations are not assigned to extension stations nor is code-ringing permitted.

Extension Stations provided by the customer, in connection with flat rate service must be located so as to restrict their use to the customer, his representatives or members of his immediate family, except that extension stations may be contracted for by the customer for joint user.

The following instructions are to be observed where machine ringing is employed and should be observed where manual ringing is employed, except in special cases:

<u>Class</u>	<u>Maximum Number of Bells to be Connected Including Extension Bells</u>
Individual Station	4

*Note:Customers who presently have business extensions in their residences without separate residence service will not be required to purchase residence service. If, however, their service is terminated and they later wish to have service reinstated, they will be required to purchase the additional residence service.

* - Denotes that Semi-Public service has been deregulated.

16. Payment Arrangements and Credit Allowances

16.1 Service Performance Guarantee

A. Business

1. If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this Product Guide and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this Product Guide.
2. Each credit shall be limited to the amount described in the above regulation for the particular line or lines associated with the service to be installed or repaired.
3. Credit will be provided in accordance with the above conditions at the request of the customer.
4. Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.
5. The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuses or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotion general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
 - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

16. Payment Arrangements and Credit Allowances (Continued)

16.1 Service Performance Guarantee (Continued)

B. Residence

1. If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Product Guide, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this Product Guide.
2. Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
3. Credit will be provided in accordance with the above conditions at the request of the customer.
4. Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this Product Guide.
5. The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuses or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotion, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
 - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

17. Returned Checks

17.1 General Regulation

The Telephone Company reserves the right to collect a non-recurring charge of \$5.00 for checks returned by banks. Returned checks may result in immediate suspension of service after notification.

17.2 Payment for Service

- (A) The customer 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 customer is responsible for payment of all charges for services furnished the customer, including charges for services originated or charges accepted at the customer's location.
- (B) Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- (C) Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section S6.8 of this Product Guide.
- (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 Product Guide.
- (E) A Late Payment Charge of 1 1/2% applies to each customer's bill when the previous month's bill has an unpaid balance of \$70.00 or more. The late charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

18. NUISANCE CALL INVESTIGATION

Nuisance Call Investigation is generally determined to be a public service offering and may be provided, where switching facilities permit, to the public to insure its well-being and safety.

The duration of a nuisance call investigation is generally limited to a 10-day period, but may be extended if deemed necessary to further protect the public's well-being and safety.

The Telephone Company must conform to all local, county, state and federal laws applying to nuisance call investigations, and the delivering of results thereof.

Generally, a nuisance call investigation request must be initiated jointly by the governing law enforcement agency and customer in a document conforming to the local, county, state or federal law. Furthermore, the party requesting such an investigation must orally or in writing express his willingness to prosecute whenever possible.

Results of nuisance call investigations are limited to the identification of the line and not the party originating the call; and, said results will only be submitted to the law enforcement agency originating the request.

19. COIN TRANSMISSION LINE

19.1 Definition and Requirements

Access line service for a coin transmission line is an exchange line service provided at the request of a subscriber for telecommunications use by the general public.

A. Requirements

The owner or operator of a coin transmission line shall agree to abide by the Rules of the TRA as follows:

- 1) The user of a COCOT must be able to access the operator, 911 where available, 800 service and intrastate, directory assistance without charge, without requiring the deposit of any money, and without a time limitation.

19. COIN TRANSMISSION LINE (Continued)

19.1 Definition and Requirements (Continued)

A. Requirements (Continued)

- 2) The COCOT may not be attached to any other types of subscriber access line service. It must be served on a single public telephone access line directly connected to the Company's network and billed at the applicable rate.
- 3) The COCOT must have an FCC Registration Number and must be connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations.
- 4) The COCOT must meet all requirements concerning the impaired and handicapped persons.
- 5) Applicant's public telephone must comply with all Commission approved telecommunication industry standards and the current National Electric Code and National Electrical Safety Code.

19. COIN TRANSMISSION LINE (Continued)

19.1 Definition and Requirements (Continued)

A. Requirements (Continued)

- 6) The COCOT access line rate will be at a flat rate.

	Monthly <u>Rate</u>
Coin Access Line	\$24.55 (I)

- 7) Local telephone directories must be provided at each instrument location except for instruments owned by certificated interexchange carriers. Under certain conditions the Commission's Utility Service Division may waive this requirement.
- 8) The FCC End User Common Line (EUCL) Charge will be billed to each Coin Transmission Line as set forth in Section 4 of Citizens' FCC No. 1 Tariff.

19. COIN TRANSMISSION LINE (Continued)

19.1 Definition and Requirements (Continued)

A. Requirements (Continued)

- 8) Installation, maintenance and operation of the public telephone instrument is the responsibility of the owner. Timely repairs shall be performed on the instruments by the owner; access lines are the responsibility of the Company.
- 9) This access line service is provided for use with customer provided non coin-operated public telephones or customer-provided coin-operated public telephones.
- 10) The service is furnished subject to the condition that all application Product Guide regulations will be adhered to, with the exception of restrictions to the use of service and prohibitions to payment to the customer by another for use of the service.
- 11) The service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all such usage is subject to the provisions of this Product Guide.
- 12) This service is not subject to concessions.
- 13) This service may not be suspended at a reduced rate.
- 14) Access line service for coin transmission lines can not be included on accounts containing other classes of service. A separate account is required for this offering at each location.

19. COIN TRANSMISSION LINE (Continued)

19.1 Definition and Requirements (Continued)

A. Requirements (Continued)

- 15) This access line may include an optional screening feature to prevent the operator from allowing toll charges against the subscriber's line. The operator also cannot perform coin collecting functions.
- 16) The company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.
- 17) The subscriber to this service will be responsible for any and all toll charges billed to the subscriber's account.
- 18) Optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

19. COIN TRANSMISSION LINE (Continued)

19.2 Rates

A charge of \$3.96 per month, in addition to the regular Coin Transmission Line monthly rate, will be assessed to the customer following his request for Optional Coin Supervision/Transmission.

Service connection charges are applied on the same basis as for individual line business service covered in Section 27 of this Product Guide.

At the request of the subscriber Push Button Dialing Service may be provided as covered in Section 29 of this Product Guide.

Maintenance of service charges are applied on the same basis as for individual line business service covered in Section 27 of this Product Guide.

Other rates and regulations in this Product Guide not discussed herein that pertain to Business Service apply.

Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations in Section 32 as other business service. Listings are not available for outward coinless public telephone access lines.

Optional Operator Screening will be provided to the customer at his request for no third-number billing, no collect calls, and no operator completed sent paid calls. There will be no charge to the customer for this feature.

The following charge will apply for reconnection due to disconnection for a violation of this Product Guide.

Reconnection Charge	\$36.95
---------------------	---------

20. DIGITAL CHANNEL SERVICE

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

20.1 Types of Digital Channel Service

a. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Product Guide.

b. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

20. DIGITAL CHANNEL SERVICE (Continued)

20.1 Types of Digital Channel Service (Continued)

c. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Product Guide.

20.2 Terms and Conditions

a. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

b. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

c. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

d. Service from a Foreign Central Office

Interoffice (1.5 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

e. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

20. DIGITAL CHANNEL SERVICE (Continued)

20.2 Terms and Conditions (Continued)

f. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

g. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

h. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

i. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

j. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

20. DIGITAL CHANNEL SERVICE (Continued)

20.2 Terms and Conditions (Continued)

(k) Exemption for 911 Non-Voice Lines

- a. The Company will apply the appropriate E911 Fee to each channel of Digital Channel Service (DCS) installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
- b. If a Certificate of Exemption is not received prior to installation of DCS, the 911 Fee will be applied. Exempt status will become effective on the “effective date of change” on the certification.
- c. The exemption certification process will be explained to the customer ordering DCS service. However, it is the customer’s responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.
- d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.
- e. The customer must notify the Company in writing within 30 days of an exempted DCS service change or re-termination such that the 911 fee exemption is no longer applicable.

(l) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S22.2 (k) b preceding. No retroactive refunds will be provided.

20. DIGITAL CHANNEL SERVICE (Continued)

20.3 Rates and Charges

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$170.00	\$760.00	\$710.00
Digital Transport Facility	\$770.00	\$175.00	\$165.00
Interoffice Mileage (1.544 Megabit/Sec) Fixed Per Mile or Fraction Thereof	See Access Service Tariff Section 20.2.5	See Access Service Tariff Section 20.2.5	
Direct Inward Dialing Numbers	See Section 31.1	See Section 31.1	See Section 31.1
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

*Service Charges outlined in Section 27 also apply.

21. MISCELLANEOUS SERVICE ARRANGEMENTS

23.1 Duplicate Bill Charge

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

22. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (911)

Citizens Telecommunications Company of Tennessee LLC d/b/a Frontier Communications of Tennessee LLC concurs in the South Central Bell Telephone Company of Tennessee's Enhanced Universal Emergency Number Service (E911) tariff. This service is subject to the adequate availability of facilities.

23. CITIZENS DIGITAL CENTREX (CDC)

23.1 General Rules and Regulations

Citizens Digital Centrex (CDC) service is furnished subject to the availability of facilities, software features and central office equipment in locations as determined by the company. In addition to the Citizens Digital Centrex charges, the Network Access Registers (NARS) access line rate as specified in Section 23.3 of this tariff shall apply.

- A. The service is available to business customers with a NARS access line.
- B. The minimum charge for services provided under this tariff shall be one month. Service for longer periods will be available on a 36 month term and 60 month term contract basis. Rates for term options are not subject to a Telephone Company-initiated rate change during the contract term.
- C. Individual CDC Stations may be grouped in communications groups of two or more lines. A communications group provides the path through which CDC features will travel.
- D. If a customer request CDC features on a trunk(s) terminating in Multi-Line, P(A)BX equipment, the associate rate specified in Section 25 of this tariff shall apply.
- E. Installation and move or Change Charges are applicable as set forth in Section 27 of this tariff.
- F. FP-1 Basic Station feature package as listed in Paragraph 23.3, following, is required per NARS or Station Line. Additional feature packages and/or features may be subscribed to where available upon request.
- G. Push Button service is required in order to have CDC features. Push Button service is provided at the rates specified in Section 29 of this tariff.
- H. Directory listings will be furnished in accordance with the regulations set forth in Section 32 of this tariff.
- I. CDC lines and extensions may be terminated at one premises, different premises-same central office, different premises - remote central office. The appropriate private line charges as stated in the Private Line Tariff shall apply to CDC.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.1 General Rules and Regulations (Continued)

- J. Network Access Registers (NARS) provide access to local exchange and long distance networks and will be at the rates and charges as specified in Section 23.3 of this tariff.
- K. The number of simultaneous exchange and toll network calls to and from CDC station lines and attendant positions of a CDC system is limited by the number of Network Access Registers subscribed to by the subscriber. Each Network Access Register may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the Network Access Register is installed. When a change in the operation is requested by the customer, the appropriate service charges as specified in Section 27 of this Tariff apply per Network Access Register affected.
- L. The Telephone Company is allowed the option to provide Citizens Digital Centrex service under a Contract Service Arrangement, according to the rules and regulations of section 10 of this Tariff, in either of the following circumstances.
 - 1. In the Telephone Company's judgment, the cost of providing that service is significantly different from the cost developed to support the rates in the Tariff section, or
 - 2. The customer willingness to pay for an individual service, due to competitive alternatives, is above our cost to provide the customer's service but below the tariff price.

Tennessee Regulatory Authority review and approval is required before a Contract Service Arrangement accepted by the customer can be placed into service.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.2 Feature Packages

A. Feature Package 1 - Basic Station. (1)

The basic feature package will include, but not be limited to the following features:

- Automatic Line
- Blind Transfer Roll
- Call Forward - All Calls
- Call Pickup
- Call Waiting
- Class of Service - Unrestricted
- Consultation Hold
- Direct Inward Dial
- Direct Outward Dial
- End-To-End Signaling
- Hunting
- Permanent Hold/Call Hold
- Speed Call - Group
- Speed Call - Individual Short
- Station to Station Dialing
- Three way Conference/Transfer

B. Feature Package 2 - Enhanced Station I. (2)

The enhanced feature package will include, but not be limited to the following features:

- Call Forward - Busy
- Call forward - No Answer
- Class of Service - Fully Restricted
- Class of Service - Semi/Toll Restricted
- Conference Six Port
- Directed Call Pickup
- Distinctive Ringing
- Loudspeaker Paging
- Ring Again
- Speed Call - Long List

- (1) Feature Package 1 Rate is in addition to the appropriate NARS or CDC Station Line Rate.
- (2) In order to obtain this feature package for any particular NARS or CDC Station Line, the customer must also subscribe to Feature Package 1 for each associated NARS or CDC Station Line.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.2 Feature Packages (Continued)

C. Feature Package 3 - Enhanced Station II. (1)

The enhanced feature package II will include, but not be limited to the following features:

- Enhanced Three-Way Calling
- Executive Busy Override
- Intergroup Calling
- Last Number Redial
- Music-On-Hold
- Station Call Park I

D. Feature Package 4 - Uniform Call Distribution (UDC). (1)

The UCD feature package will include, but not be limited to the following features:

- 2nd & 3rd Recorded Announcement
- Audio Input on Incoming Calls in Queue
- Status Lamp
- Uniform call Distribution

- (1) In order to obtain this feature package for any particular NARS or CDC Station Line, the customer must also subscribe to feature Package 1 for each associated NARS or CDC Station Line.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.2 Feature Packages (Continued)

E. Feature Package 5 - Attendant Features.

The attendant feature package will include, but not be limited to the following features:

- Access to Paging
- Auto Dial
- Automatic Recall
- Busy Verify - Stations
- Busy Verify - Trunks
- Call Hold
- Call Park
- Call Park Recall Timer
- Call Selection
- Camp-On
- Conference Call - Maximum Six
- Console Display
- Console Test
- Control of Trunk Groups
- Delayed Operation
- Interposition Calls/Transfer
- Locked loop Operation
- Lockout
- Multiple Console Operation
- Multiple Listed Directory Number
- Night Service - Fixed
- Night Service - Flexible
- Night Service - Trunk Answer any Station
- Position Busy
- Release Upon Completion
- Secrecy
- Serial Call
- Speed Call
- Speed Calling
- Straight Forward Outward Completion
- Switched Loop Operation
- Through Dialing
- Transfer
- Trunk Group Busy/Access Control - Key
- Trunk Group Busy Indication
- Two-Way Splitting
- Wildcard Key

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.2 Feature Packages (Continued)

F. Feature Package 6 - Business Set Features.

The business set feature package will include, but not be limited to the following features:

- Auto Dial
- Call Back Queuing
- Call Forward
- Call Forward Reason Display
- Call Forward/Auto Dial Display
- Call Park
- Call Waiting
- Display Called Number
- Display Calling Number
- End-To-End Signaling
- Feature Code Access
- Feature Display
- Group Intercom
- Held Calls
- Listen on Hold
- Make Set Busy
- Multiple Appearance Directory Number - SCA
- Multiple Appearance Directory Number - MCA
- On Hook Dialing
- Query Time Key
- Ring Again
- Short Hunt
- Six Port Conference
- Speed calling
- Three-Way Calling/Transfer

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.2 Feature Packages (Continued)

G. Optional Features Packages (1)

The optional features package will include, but not be limited to the following features:

- Automatic Route Selection (ARS)
- Call-Back Queuing
- Call-Back Queuing Enhanced
- Expensive-Route Warning Tone
- Off-Hook Queuing

Virtual Facilities Group (VFG)

- VFG-Inwats
- VFG-Outwats
- VFG-Trunk Group Busy Attendant Console
- VFG-Queuing

Station Call Park II

- (1) In order to obtain this feature package for any particular NARS or CDC Station Line, the customer must also subscribe to Feature Package 1 for each associated NARS or CDC Station Line.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.3 Optional System Features

Caller ID ⁽¹⁾

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

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

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.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

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.

Caller ID is not available on operator handled calls.

Caller ID Name & Number ⁽¹⁾

Caller ID – Name & Number is an arrangement which permits a customer who subscribes to Caller ID service to receive the calling parties phone number and name, pursuant to Caller ID limitations, on their customer provided display device. When calls are marked “private” by the calling party, number and name cannot be received.

Note (1) Ordered Individually at the rate shown in Section 23.3 of this product guide

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.3 Optional System Features (Continued)

Call Return⁽¹⁾

Allows a customer to automatically return the last incoming call, if that call is not marked "private", whether it is answered or not. The call is returned by customer activation of a code. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed. Calls marked "private" are not identified by and cannot be returned via this feature.

Call Return is provided on a monthly subscription basis where available.

Inspect Key

Gives users of Meridian Business Sets with display easy access to important information about both the set's assigned features and incoming calls.

Multiple Appearance Directory Number (MADN)⁽¹⁾

A directory number (DN) that is assigned to more than one Telephone Set. MADN is a soft-ware number that has no real switch hardware attached, but is given all the data base characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Centrex customer group.

Note (1) Ordered Individually at the rate shown in Section 23.3 of this product guide

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.3 Rates and Charges ⁽¹⁾

	<u>Monthly Rate</u>	<u>36 Month Rate</u>	<u>60 Month Rate</u>	<u>ASOC</u>
A. Network Access Registers (NARS), per CDC NARS Rate	\$40.75	--.--	--.--	CNAR
B. CDC Station lines, each	\$11.00	\$10.45	\$10.00	CMSLM C1003 C1005
C. <u>Feature Packages</u>				
Feature Package 1 Per Line	3.00	2.60	2.25	F1000 FP136 FP160
Feature Package 2 Per Line	2.50	2.30	2.00	F2000 FP236 FP260
Feature Package 3 Per Line	2.00	1.85	1.75	F3000 FP336 FP360
Feature Package 4 Per Line	4.90	4.50	4.30	FP4PL FP436 FP460
Per Customer Group	83.85	77.15	73.80	FP4CG FPG36 FPG60
Feature Package 5 Per Console	94.25	86.75	82.90	FP501 FP536 FP560
Feature Package 6 Per Station	6.50	5.80	5.00	FP601 FP636 FP660

Note(1) Installation and move or change charges also apply as specified in Section 27 of this product guide.

23. CITIZENS DIGITAL CENTREX (CDC) (Continued)

23.3 Rates and Charges ⁽¹⁾ (Continued)

	<u>Monthly Rate</u>	<u>36 Month Rate</u>	<u>60 Month Rate</u>	<u>ASOC</u>
D. <u>Optional Features</u> ⁽²⁾				
ARS Per Group	4.25	3.95	3.70	ARS01 ARS36 ARS60
Caller ID (per Line) ⁽³⁾	7.00	--.00	--.00	CXCID
Caller ID, Name & Number (per Line) ⁽³⁾	7.95	--.00	--.00	CCIDN
Call Return (#69) (per Line) ⁽³⁾	4.50	--.00	--.00	CENCR
Multi Appearance Directory Number ⁽³⁾ (MADN), Single Call Appearance (SCA) per appearance	1.00	--.00	--.00	SMADN
Multiple Call Appearance (MCA) ⁽⁴⁾ per appearance	1.00	--.00	--.00	MMADN
VFG Per Trunk	4.95	4.65	4.40	VFA VFB VFC
Station Call Park II Per Group	26.05	24.05	22.90	CPG01 CPG36 CPG60

Note(1) Installation and move or change charges also apply as specified in Section 27 of this product guide.

Note (2) Optional Features available only where facilities and conditions permit.

Note (3) Feature and rate are applicable on a per station and/or primary DN.
An Inspect Key will be needed on all Meridian 5000 Series Sets if Caller ID is requested on other Call Appearances.

Note (4) MCA is available only within a Centrex customer group.

24. DEFINITIONS

Access Charge

A charge for the ability to reach or have access to the local and/or long distance network.

Access Line

The Telephone company provided and maintained facility which provides access to the switched network. the line between the service Central Office and the subscriber's premise.

Account Lock

A service offering that blocks the placing of monthly recurring charges on telephone bills by third party service providers.

Advance Billing

Billing sequence in which billing is rendered at the beginning of the period covered by the bill.

Airline Mileage

The shortest distance between two locations.

Applicant

Any person, partnership, cooperative corporation, corporation, lawful entity, or any combination thereof requesting affirmative service or action from the telephone company.

Arrears Billing

Billing method in which is made after the period for which service has been rendered.

Base Rate Area

The area within the exchange service area in which the graded classes of local exchange service are furnished at rates common to all subscribers and without mileage charges.

24. DEFINITIONS (Continued)

Business Service

A class of exchange service furnished to individuals, firms, partnerships, corporations, agencies, shops, works, etc., engaged in business; tenants of office buildings; hotels receiving individual line, party line, or private branch exchange service; individuals practicing a profession or operating a business and having no offices other than their residence; and individuals whose actual or obvious use of the service is primarily of a business, professional or occupational nature, including those whose listings in the directory denotes such use of service.

Central Office

A switching unit in a telephone system which provides service to the general public having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

A central office is an operating unit by means of which telephone communication is established between stations within a specified area. An essential characteristic of a central office is a switchboard and its associated apparatus to which telephone stations or private branch exchange switchboards are connected by means of circuits known as subscriber's lines.

An office in a telephone system providing service to the general public where order for or signals controlling telephone connections are received and connections established.

Central Office Trunk

A telecommunications channel between a PBX or Centrex system and the local central office. Note: Also called a "PBX Line" or "PBX Trunk" at the central office end.

Centrex Service

Citizens Digital Centrex is a Central Office - based software service that offers today's customers, whether large or small, a software communications alternative to a key or PBX hardware offering.

Circuit (Channel)

One communication path between two or more points suitable for transmitting communication information.

24. DEFINITIONS (Continued)

Circuit Mileage

The distance of physical transmission facilities from originating point to terminating point, measured on a route of circuit basis.

Class of service

A description of service furnished a customer in terms of grade of service, type of rate, location, and use.

CLASS Services

A group of central office call management features offered in addition to basic telephone service.

Commission

The Tennessee Regulatory Authority.

Company (The Company)

Citizens Telecommunications Company of the Volunteer State L.L.C.

Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connections of customer provided facilities with the facilities of the Company.

Continuous Property

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. where a customer occupies property on both sides of a street, alley, highway, body of water, railroad, right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used.

Customer (Subscriber)

Any person, firm, partnership, corporation, municipality, cooperative, the organization, governmental agency, etc. provided with services by the Company.

Customer Line

The circuit or channel used to connect the customer with the normal serving central office equipment for that customers location.

24. DEFINITIONS (Continued)

Customer Provided Equipment

Devices, apparatus, and their associated wiring provided by a customer.

Customer Trouble Report

Any oral or written report given to the Company's repair service by a customer or user of telephone service relating to a physical defect or to difficulty or dissatisfaction with the operation of Company facilities.

Data Access Arrangement

A protective connecting arrangement for use with the network control signalling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

Date of Presentation

The date upon which a bill or notice is mailed, postage prepaid, properly addressed to the subscriber, or if not mailed, the date upon which that bill or notice is presented to the subscriber by a representative of the Company.

Demarcation Point

The point of interconnection between telephone company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premise. The point of demarcation shall be located on the subscriber's side of the telephone company's protector, or the equivalent thereof.

Deposit

A cash sum paid by a customer to a utility to guarantee payment for utility service rendered.

Detached Extension

An extension station terminating at a location other than the building housing the mainstation or common switching equipment; eg., multi-line system, PBX, etc.

Dial Private Branch Exchange Service - (PABX)

See " Private Branch Exchange."

24. DEFINITIONS (Continued)

Direct Inward Dialing (DID)

Allows an incoming call from the exchange network to reach a specific PBX station line without attendant assistance.

Directory

The company will prepare and furnish to each subscriber an alphabetically arranged list of the names and telephone numbers of subscribers of the local exchange. This shall constitute the Company's directory.

Digital Channel Service (DCS)

The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises .

Dropwire

That portion of a circuit between the pole line or cable distributing box and the building in which the station or switchboard is located.

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

Exchange Access Arrangement (EAA)

A telephone facility which permits access to and from both the customer's premises and the telephone exchange network point.

Exchange Area

The territory, including the Base Rate Area and surrounding territory served by an exchange.

Extended Area Service (EAS)

Exchange service between different contiguous exchange areas whereby the subscribers of one exchange may call and be called by the subscribers of the other exchange or exchanges without specific message toll charges, but at a fixed monthly rate. A local exchange service that is provided between two or more contiguous exchange areas.

24. DEFINITIONS (Continued)

Facilities

Poles, cables and other materials and mechanisms necessary to, or furnished in connection with telephone service.

Foreign Exchange Line Mileage

The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

Foreign Exchange Service

Exchange service furnished by means of a circuit connecting a customer's premise with a central office outside of the exchange area in which the customer premise is located.

Foreign Listings

Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

Grade of Service

The type of service furnished a customer with respect to the quantity of telephone numbers which may be connected to the same access line. (One-party)

Held Application

A firm but unfilled written application for new service.

Installation

The initial establishment of mainstation service.

24. DEFINITIONS (Continued)

IntraLATA

Calls made within the same LATA.

Intrastate

Calls made within the state of Tennessee.

InterLATA

Long distance calls made between LATA's.

LATA

Local Access and Transport Area.

Joint User Service

Joint User service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber.

Line Extension

Outside plant, in addition to existing facilities, required for the establishment of service.

Local Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Local Exchange Service provides for telephone communication within an Exchange Area in accordance with the provision of the Telephone Company's Tariffs, including the use of exchange facilities as required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Message

A Local Message is a communication between subscriber's stations within the same Exchange Area.

24. DEFINITIONS (Continued)

Local Private Line

A line located wholly within an exchange area, furnished for the subscriber's own use for communication or signaling between points on that line.

Local Service Area

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

Long Distance Service (Toll Service)

Interexchange telephone service for which a message or bulk charge is made.

Mileage

The measurement which is the basis of rates charged for the use of circuits furnished by the Telephone Company. The various classes of mileage are as follows:

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Telephone company without additional charge.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving Foreign Exchange Service.

Zone Mileage - The mileage applied in establishing the rate for telephone service other than four-party service furnished outside the base rate area but within the exchange area.

Moves

The transferring of telephone service, where there is generally no interruption of service.

Move and Move Charges

Initial non-recurring charges made to cover in whole or in part the cost of changes in location.

Multi Media Services

Involving or encompassing several media, such as an approach to learning, via electronic means (video, fax, voice, and video tape) simultaneously through two way communication.

24. DEFINITIONS (Continued)

Non-Recurring Charge

Non-recurring charges are one-time charges which represent services requested by the customer, including (1) installations, (2) moves, (3) changes and rearrangements, including number and directory listing changes.

Off-Premises Stations and Extensions

Off-Premises stations are stations in premises other than that in which is located the primary station or equipment. Off-premises extensions are additional appearances of an individual line or party line main station, at a location outside of the premises in which is housed the main station.

Outside Plant

Company equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customer's locations, or between central offices.

Person

A natural person and any partnership, corporation, agency of government, association, trust, or other legal entity.

Premises

Any room of a building occupied by the subscriber in person or the subscriber's personnel.

Any two or more adjoining or opposite rooms located on the same floor of a building occupied by the subscriber in person or by the subscriber's personnel.

Any rooms on two or more successive or adjoining stories of a building provided all of the rooms or portions of each room on the two or more successive or adjoining stories are occupied by the subscriber in person or the subscriber's personnel.

In connection with resale of basic local exchange service, "premises" is interpreted to mean the resale as defined by layout maps, if required, and may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares.

24. DEFINITIONS (Continued)

Registered Equipment

Equipment which complies and has been approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

Residence Service

A class of exchange service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for social or domestic purposes.

Rotary Dial

A rotary mechanism having a ten-hole finger wheel which when wound up and released causes pulsing contacts to interrupt the line current and operate selecting equipment in accordance with the digit dialed.

Rotary Dial Telephone

That service which utilizes rotary dial pulse equipment (as opposed to Touch Tone equipment) to originate calls.

Rural Service Area

The territory surrounding the Base Rate Area in which Rural Line Service is furnished and in which urban classes of service are furnished at established rates plus Extra Exchange Line Mileage Charges.

24. DEFINITIONS (Continued)

Service Charge

A charge made for the purpose of reimbursing, or partially reimbursing, the Company for the cost involved in connecting, changing or rearranging services provided a customer.

Service Interruption

Service outage; total failure; complete loss of service due to a trouble condition in the telephone company provided facilities.

Subscriber

As used in this Product Guide, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

Supersedure

The transfer of subscriber service, including the telephone number, from one party to another with the express consent of the relinquishing subscriber and with the agreement of the new subscriber to assume the responsibility for all charges outstanding. The arrangement requires continuous billing.

Tariff

All or part of the body of rates, tolls, charges, rentals, classifications, and terms and conditions of service relating to the services offered by the Company, the conditions under which offered and the charges therefore, which have been filed with and approved by the Commission.

Telephone Number

A designation assigned to a subscriber's station for convenience in operating.

24. DEFINITIONS (Continued)

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's toll section.

Vacation Service

Vacation service is a partial service furnished at a reduced rate for a limited period.

Wide Area Telephone Service (WATS)

A toll service offering for customer dial type telecommunications between a given customer station and stations within specified geographical rate areas employing a single access line between the customer location and the serving central office. Each access line may be arranged for either outward (OUT-WATS) or inward (IN-WATS) service but not for both.

25. LOCAL EXCHANGE RATES

25.1 General

This product guide supersedes all tariffs/product guides previously issued and no supplement to this product guide will be issued except for the purpose of canceling this product guide.

This product guide is governed, except as otherwise specified herein, by the General Exchange section, which is hereby made a part of this product guide. Unless otherwise specified, the charges quoted in this guide or in the General Exchange section are for periods of one month; payable monthly in advance; entitle the customer to exchange telephone service within the exchange area and E.A.S. as specified in Section 25.3 of this product guide.

Rates for local exchange service include the provision of initial diagnostics required to determine whether a service problem is caused by facilities for which the Company is responsible. Local exchange service however does not include the provision of actual repairs to facilities for which the customer is responsible, nor does it provide for specific diagnostics regarding the facilities for which the customer is responsible.

25. LOCAL EXCHANGE RATES (Continued)

25.2 Bracket Rates for All Classes of Service

A. Schedule of Bracket Rates by Rate Group - Residence

	Rate Group I-A	<u>Monthly Rates</u>	
		Rate Group II-A	Rate Group III-A
1) Exchanges within the Base Rate Area			
a) One-party BRA	\$20.00	\$20.00	\$20.00

B. Schedule of Bracket Rates by Rate Group - Business

	Rate Group I-A	<u>Monthly Rates</u>	
		Rate Group II-A	Rate Group III-A
1) Exchanges within the Base Rate Area			
a) Commercial P(A)BX Trunks	\$45.00	\$91.00 ¹ (I)	\$91.00 ¹ (I)
b) Hotel/Motel P(A)BX Trunks	\$45.00	\$91.00 ¹ (I)	\$91.00 ¹ (I)
c) One-Party Business line, Key System	\$33.00	\$40.00 ¹	\$40.00 ¹
d) One-Party, Non-Key System	\$48.00	\$64.00	\$49.00
e) Coin Transmission Line	\$30.00	\$58.58	\$58.58

Note 1: The Ad Valorem reduction to certain rates no longer applies due to withdrawal of tariffs on October 1, 2013. These rates remain in effect for now due to high competition in these exchanges.

25. LOCAL EXCHANGE RATES (Continued)

25.3 Local Exchanges and Rate Groups

Rate Groups shown apply to exchanges with One-Party service.

<u>Exchange</u>	<u>Rate Group</u>
Claxton E.A.S. to Powell; South Central Bell's- Knoxville, Maryville, Mascot, Solway, Clinton, Lake City, Norris, Oak Ridge, and Oliver Springs Exchanges; Concord Telephone Co's - Concord Exchange; and Tennessee Telephone Co's- Halls Cross Roads Exchange in accordance with the Knoxville Metropolitan Area Calling Plan (MAC)	III-A
Powell E.A.S. to Claxton, Rutledge, Tate Springs, and Washburn; South Central Bell's - Knoxville, Maryville, Mascot, Solway, Bean Station, Clinton, Dandridge, Friendsville, Gatlinburg, Greenback, Harriman, Jefferson City, Kingston Lake City, Lenior City, Loudon Maynardville, Norris, Oak Ridge, Oliver Springs, Rockwood, Seerville, Townsend, and White Pine Exchanges; Concord Telephone Co.'s - Concord Exchange; and Tennessee Telephone Co.'s - Halls Cross Roads Exchange in accordance with the Knoxville Metropolitan Area Calling Plan (MAC)	II-A
Rutledge E.A.S. to Powell, Tate Springs, and Washburn; South Central Bell's - Knoxville, Maryville, Mascot, Solway, and Bean Station Exchanges; Concord Telephone Co.'s - Concord Exchange; and Tennessee Telephone Co.'s - Halls Cross Roads Exchange in accordance with the Knoxville Metropolitan Area Calling Plan (MAC)	I-A

25. LOCAL EXCHANGE RATES (Continued)

25.3 Local Exchange and Rate Groups

Rate groups shown apply to exchange with One-Party service.

<u>Exchange</u>	<u>Rate Group</u>
Tate Springs E.A.S. to Powell, Rutledge, and Washburn; South Central Bell's Knoxville, Maryville, Mascot, Solway and Bean Station Exchanges; Concord Telephone Co.'s - Concord Exchange; and Tennessee Telephone Co.'s - Halls Cross Roads Exchange in accordance with the Knoxville Metropolitan Area Calling Plan (MAC)	I-A
Washburn E.A.S. to Powell, Rutledge, and Tate Springs; South Central Bell's Knoxville, Maryville, Mascot, Solway, and Bean Station Exchanges; Concord Telephone Co.'s - Concord Exchange; and Tennessee Telephone Co.'s - Halls Cross Roads Exchange in accordance with the Knoxville Metropolitan Area Calling Plan (MAC)	I-A

25. LOCAL EXCHANGE RATES (Continued)

25.4 Citizens Select

General

(A) Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B) Citizens Select

Customer subscribing to this plan may select seven (7) features from the following list:

- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.

25. LOCAL EXCHANGE RATES (Continued)

25.4 Citizens Select (Continued)

General (Continued)

(C) Citizens Select Plus

Customers subscribing to this plan may select sixteen (16) of the following services/features. (C)

- Anonymous Call Rejection (D)
- Call Forward Busy Line (D)
- Call Forward Busy/No Answer (T)
- Call Forwarding (T)
- Call Trace (N)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID (N)
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Voice Messaging Basic
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

25. LOCAL EXCHANGE RATES (Continued)

25.4 Citizens Select (Continued)

General (Continued)

- (D) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

Rates and Charges

- (A) Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 27 of this Tariff.
- (B) Service Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established.
- (C) Service Charges as specified in Section 27 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- (D) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in S3.2.2 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

25. LOCAL EXCHANGE RATES (Continued)

25.4 Citizens Select (Continued)

Rates and Charges (Continued)

(E)Citizens Select plans are provided at the following rates.

	<u>MONTHLY RATE</u>
Citizens Select	
•Per individual flat rate residence line – Includes choice of 7 services/features as specified in S25.4 (B), preceding.	\$26.95 (I)
Citizens Select Plus	
•Per individual flat rate residence line – Includes choice of 16 services/features as specified in S25.4 (C), preceding.	\$30.95 (I)

25. LOCAL EXCHANGE RATES (Continued)

25.5 Frontier Feature5 PackSM

General

- (A) Frontier Feature5 PackSM Package contains two constant features plus three additional features as listed in the package. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- (B) The Frontier Feature5 PackSM Package will be comprised of the following two constant features:
- Caller ID Name and Number
 - Call Forward (sub set options)
 - Call Forward Variable
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forward Fixed
- (C) In addition to the two constant features, customers subscribing to this package will also be able to select three (3) other options from the following list:
- Call Waiting
 - *66 Busy Redial
 - *69 Call Return
 - 3 Way Conference Calling
 - Call Waiting with Caller ID
 - Speed Call 8
 - Call Transfer
- (D) Frontier Feature5 PackSM Voice Messaging (where technically available in the service wire center).
- Frontier Feature5 PackSM Voice Messaging Package includes the two constant features and three additional options as listed above and Enhanced Voice Messaging. Stutter Dial Tone and Message Wait Light Indicator will also be provided at no charge with this Voice Messaging option.

S5. LOCAL EXCHANGE RATES (Continued)

25.5 Frontier Feature5 PackSM (Continued)

General (Continued)

- (E) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in any Frontier Feature5 PackSM package shall apply.

Rates and Charges

- (A) Existing Frontier Feature5 PackSM customers cannot take advantage of promotions for any of the services/features specified in S25.5 (B)(C)(D), preceding unless specifically allowed by the terms and conditions of the promotion.
- (B) Frontier Feature5 PackSM Package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Feature5 PackSM Package	
<ul style="list-style-type: none">Per individual business line - Includes two constants and 3 additional features as specified in S25.5 (B) and (C), preceding.	\$11.95
Frontier Feature5 PackSM with Voice Mail	
<ul style="list-style-type: none">Per individual business line - Includes two constants and 3 additional features as specified in S25.5 (B) and (C), preceding plus Enhanced Voice Messaging. Stutter Dial Tone and Message Wait Light Indicator will be provided at no charge.	\$14.95

25. Citizens Bundled Services (Continued)

25.6 Frontier ChoicesSM ⁽³⁾⁽⁶⁾ (Residential Service)

General

(A) Frontier ChoicesSM plans (Tier I – Tier V) provide the residential customer in Rate Groups I-A, II-A or III-A with Local Calling, plus services/features as listed in the specific Tier Plans. Residential customers subscribing to the following packages are entitled to unlimited use of the selected services/features.

(B) Frontier ChoicesSM

Rate Group I-A, II-A or III-A Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Rejection
- Call Forward
- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forward of a Call Waiting Call
- Call Forward of a Call Waiting Call/No Answer
- Call Trace
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name and Number⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Toll Denial
- Touch Call (Push Button Dialing)
- VIP Alert
- Voice Messaging Basic
- *69 (Auto Call Return)
- *66 (Auto Redial)
- Message Waiting Indicator

Note 1 – May select only one Caller ID feature.

Note 2 – May select only one Speed Call feature.

Note 3 – Frontier ChoicesSM are only available where technically feasible.

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

25. Citizens Bundled Services (Continued)

25.6 Frontier ChoicesSM (Residential Service) (Continued)

25.6.1 Rates and Charges

- (A) Where a Frontier ChoicesSM plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 27 of this Tariff.
- (B) Service Charges are not applicable for a Frontier ChoicesSM plan provided at the same time as the initial installation for a residence individual flat rate line service.
- (C) Service Charges as specified in Section 27 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier ChoicesSM plan.
- (D) Existing Frontier ChoicesSM customers cannot take advantage of promotions for any of the services/features specified in S25 unless specifically allowed by the terms and conditions of the promotion.
- (E) Rates do not include Local Number Portability (LNP) or Subscriber Line Charges (SLC) unless specifically included in a rate package (Tier).
- (F) Frontier ChoicesSM is not available to the Lifeline Assistance Program
- (G) No discounts will be given for features that are not used or not turned on.

Note 1 – May select only one Caller ID feature.

Note 2 – May select only one Speed Call feature.

Note 3 – Frontier ChoicesSM are only available where technically feasible.

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

25. Citizens Bundled Services (Continued)

25.6 Frontier ChoicesSM ⁽³⁾(Residential Service) (Continued)

25.6.1 Rates and Charges (Continued)

	<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>	<u>Tier IV</u>	<u>Tier V</u>	
Available Tier/Zone Pricing	Access Line, Choices, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, Dial-up Internet, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, Dial- up Internet, 2nd Line, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, 256 Kbps DSL Internet, 30 minutes Free LD ⁽⁵⁾	Access Line, Choices, 1 Mbps DSL Internet, 30 minutes Free LD ⁽⁵⁾	
Rate Group I-A						
Market Area "A" ⁽¹⁾	\$29.00	\$39.00	\$52.00	\$59.00	\$69.00	(I)
Market Area "B" ⁽²⁾	\$29.00	\$39.00	\$52.00	\$59.00	\$69.00	
Rate Group II-A, III-A						
Market Area "A" ⁽¹⁾	\$29.00	\$39.00	\$54.00	\$59.00	\$69.00	
Market Area "B" ⁽²⁾	\$29.00	\$39.00	\$54.00	\$59.00	\$69.00	(I)

Note 1 – All Exchanges except as listed in Market Area "B" (Note 2).

Note 2 – Washburn, Tate Springs and Rutledge Exchanges.

Note 3 – Frontier ChoicesSM are only available where technically feasible.

Note 5 – If subscribed to Citizens/Frontier LD

Note 6 - The service offering is limited to all existing subscribers at their existing locations.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions

25.7.1 General

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. Frontier® dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

B. Bundle 2

1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Business Access Lines ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

D. Bundle 4

1. Two Business Access Lines ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

E. Bundle 5

1. Two Business Access Lines ⁽¹⁾ , including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

F. Bundle 6

1. Two Business Access Lines ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

G. Bundle 7

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.
2. Voice Mail and Message Waiting Indication (non-regulated)
3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed)

(N)

(M)

(N) (M)

(M) – Moved to Section 25 Page 17.1 .

(N)

25. Citizens Bundled Services (Continued)

(N)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

H. Bundle 8

1. Two Business Flat Rate Access Lines, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication (non-regulated)
3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed)

(N)

I. Additional Access Line

(M) (T)

1. One Business Access Line ⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

(M)

(M) Moved from Section 25 Page 17 .

(N)

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

J. Optional Services

(T)

The following services may be added to any of the bundles above:

1. FrontierWorkssm Select5

Choice of five of the following:

Caller ID—Name and Number

Call Forward Variable ⁽¹⁾

Call Waiting

Speed Calling 8 Code or Speed Calling 30 Code

Three-Way Calling

Busy Redial

Call Return

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.1 General (Continued)

J. Optional Services (Continued)

(T)

The following services may be added to any of the bundles above: (Continued)

2. FrontierWorkssm Select5 with Voice Mail (Non-regulated)

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number
Call Forward Variable ⁽¹⁾
Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return

3. Citizens Conference on Demand (Non-regulated)

4. Citizens Webexchange (Non-regulated)

The following service may be added to bundles 1 – 8 above

(C)

1. FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.2 Regulations

- A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be technically provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.2 Regulations (Continued)

B. (Continued)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the term rate for the contract term and the term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate for a three-year term and the rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the term rate for the contract term and the month-to-month rates applicable to customers for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.2 Regulations (Continued)

B. (Continued)

4. (Continued)

- b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
 - c. The termination charges described above shall not apply to cancellation of bundles within 90 days of activation.
 - d. In addition to the termination charges described above, termination charges shall apply to the Asymmetrical Digital Subscriber Line Service (ADSL) components of bundles in accordance with federally tariffed termination charges for ADSL service.
- C. The optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.2 Regulations (Continued)

F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

25.7.3 Rates and Charges

A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 27 of this tariff apply to the installation of individual components of the bundles.

B. Service Charges apply if the customer switches from a bundle to an unbundled service.

C. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

D. The customer may add or delete the services or features of the FrontierWorkssm Select5 package without incurring a Service Charge.

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.3 Rates and Charges (Continued)

E. Monthly Term Rates ³

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>S&E</u>	<u>Two Years</u>	<u>S&E</u>	<u>Three Years</u>	<u>S&E</u>
1.	A. ¹	\$62.00	W11	\$58.00	W21	\$56.00	W31
	B. ²	46.00		44.00		42.00	
2.	A. ¹	84.00	W12	78.00	W22	74.00	W23
	B. ²	66.00		64.00		60.00	
3.	A. ¹	104.00	W13	98.00	W23	92.00	W33
	B. ²	72.00		68.00		64.00	
4.	A. ¹	126.00	W14	118.00	W24	112.00	W34
	B. ²	92.00		88.00		82.00	
5.	A. ¹	160.00	W15	146.00	W25	136.00	W35
	B. ²	126.00		116.00		108.00	
6.	A. ¹	232.00	W16	210.00	W26	190.00	W36
	B. ²	200.00		180.00		162.00	

(M)
|
(M)

Note 1 – All Exchanges except as listed in Market Area “B” (Note 2)

Note 2 – Washburn, Tate Springs and Rutledge Exchanges

Note 3 – Bundles 1- 6 include Push Button Dialing

(M) – Moved to Section 25 Page 24.1 .

(N)

25. Citizens Bundled Services (Continued) (N)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.3 Rates and Charges (Continued)

E. Monthly Term Rates (Continued) ³

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>S&E</u>	<u>Two Years</u>	<u>S&E</u>	<u>Three Years</u>	<u>S&E</u>	
7	A. ¹	133.08	W17	125.60	W27	118.14	W37	(N)
	B. ²	116.89		110.36		103.85		
8	A. ¹	175.16	W18	165.20	W28	155.28	W38	(N)
	B. ²	142.78		134.72		126.70		
Frontier Works sm additional access line								(M) (T)
	A. ¹	35.75	WA1A	33.64	WA2A	31.55	WA3A	(M)
	B. ²	19.56		18.40		17.26		

Note 1 – All Exchanges except as listed in Market Area “B” (Note 2) (N)

Note 2 – Washburn, Tate Springs and Rutledge Exchanges

Note 3 – Bundles 7-8 and Frontier Workssm additional access line include Push Button Dialing (N)

(M) – Moved from Section 25 Page 24 .

(N)

25. Citizens Bundled Services (Continued)

25.7 Frontier Workssm Small Business Solutions (Continued)

25.7.3 Rates and Charges (Continued)

E. Monthly Rates (Continued)

	<u>Optional Services</u>	<u>Monthly Rate</u>	<u>ASOC</u>
8.	FrontierWorks sm Select5 ¹	\$ 9.95	WFP
9.	FrontierWorks sm Select5 With Voice Mail ¹	\$ 12.95	WFPV

Note 1: The FrontierWorkssm Select5 package or FrontierWorkssm Select5 package with Voice Mail is available only in association with a FrontierWorkssm Small Business Solutions bundle.

25. Bundled Services

(N)

25.8 FrontierWorkssm Business Connections

25.8.1. General

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

B. Bundle 2

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

(N)

25. Bundled Services (Continued)

(N)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.1 General

C Bundle 3

1. Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

D Bundle 4

1. Two Business Access Line, including Call Forwarding and Caller ID –Name And Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service and 10 email boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes. (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)

(N)

25. Bundled Services (Continued)

(N)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.1 General

D. Bundle 4 (Continued)

8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

E. Bundle 5

1. Two Business Access Line, including Call Forwarding and Caller ID –Name And Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes plus a Wireless Router. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

F. Bundle 6

1. Two Centrex lines, including the following features:

Call Forward Busy
Call Forward No Answer-
Call Transfer
Three Way Calling
Multiline Hunting
Business Group Dialing Plan

2. Voice Mail (Non-regulated) and Message Waiting Indication

(N)

25. Bundled Services (Continued)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.1 General

F. Bundle 6 (Continued)

3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

G. Bundle 7

1. Two Centrex lines, including the following features:
 - Call Forward Busy
 - Call Forward No Answer-
 - Call Transfer
 - Three Way Calling
 - Multiline Hunting
 - Business Group Dialing Plan
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email boxes. (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)

(N)

(N)

25. Bundled Services (Continued)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.1 General

G. Bundle 7 (Continued)

7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

H. Optional Services

1. The following services may be added to Bundles 1-5 of the bundles above:

- a. FrontierWorks Optional Business Feature Package .

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting
Short Speed Calling or Long Speed Calling
Three-Way Calling
Automatic Call Return
Last Number Redial
Selective Call Forward

- b. Voice Mail

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

- a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling Individual List or Shared List

25.8.2 Regulations

- A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract

(N)

(N)

25. Bundled Services (Continued)

(N)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.2 Regulations (Continued)

1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract
2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
3. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
4. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - a. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
 - c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
 - d. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
 - e. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.

(N)

25. Bundled Services (Continued)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.2 Regulations (Continued)

- f. The bundle rate will appear as a single line item on the customer's bill
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- i. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.
- j. FrontierWorks is a service mark of Citizens Communications Company.

25.8.3 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

(N)

(N)

25. Bundled Services (Continued)

(N)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.3 Rates and Charges (Continued)

E. Monthly Rates

a. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

b. Optional Services

1. Bundles 1-5

a. FrontierWorks Optional Business Feature Package

\$9.99 per line

b. Voice Mail

Additional Voice Mail Box \$6.99

More than 8 Voice Mail Boxes,

Per Mail Box \$3.99

(N)

25. Bundled Services (Continued)

25.8 FrontierWorkssm Business Connections (Continued)

25.8.3 Rates and Charges (Continued)

b. Optional Services (Continued)

2. Bundles 6-7

a. Optional Centrex Features

\$1.99 per feature

b. Voice Mail

Additional Voice Mail Box \$6.99

More than 8 Voice Mail Boxes,

Per Mail Box \$3.99

(N)

(N)

25 Bundled Services (Continued)

25.9 Frontier Digital Phone Service* - Grandfathered

(C)

25.9.1 General

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Call ID Plus Name
Call Forward No Answer	Message Waiting Indicator
Local and Extended Area Toll Calls	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Conference Calls (3-Way)
Speed Calling 8 or 30
Call Forwarding

25.9.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

25 Bundled Services (Continued)

25.9 Frontier Digital Phone Service* (Continued) – Grandfathered

(C)

25.9.2 Regulations

- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

25.9.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer’s line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

25.9.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly \$51.99
Digital Phone Enhanced Feature Pack \$7.49
Stay Connected \$9.99

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

25. Bundled Services (Continued)

25.10 Frontier Business Unlimited

25.10.1 General

Frontier Business Unlimited is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Fixed or Variable
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Speed Calling 30 Code

25.10.2 Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- g. The bundle rate will appear as a single line item on the customer's bill.

25. Bundled Services (Continued)

25.10 Frontier Business Unlimited (Continued)

25.10.2 Regulations (Cont'd)

- h. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

25.10.3 Rates And Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited is provided at the following rate:

Monthly Rate

\$68.00 (I)

25. Bundled Services (Continued)

22.11 Frontier Digital Phone Bronze*+

25.11.1 General

The Frontier Digital Phone Bronze is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call ID Plus Name	Call Waiting ID
Digital Phone Enhanced Feature Pack	

The following services are included in the feature package and may be added to the bundle.

Automatic Redial	Call Return
Three-Way Calling	Speed Call 8 or 30

25.11.2. Regulations

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
10. Voice Mail Essentials will be offered as an add on to this bundle

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Digital Phone Essentials

25. Bundled Services (Continued)

25.11 Frontier Digital Phone Bronze*+ (Continued)

25.11.2 Regulations (Continued)

11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

25.11.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

25.11.4 Rates

Digital Phone Essentials	Monthly \$21.99
Voice Mail –add on	
Basic Voice Mail	\$6.49
Deluxe Voice Mail	\$4.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(l)

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Digital Phone Essentials

25. Bundled Services (Continued)

25.12 Frontier Digital Phone Silver*+

25.12.1 General

The Frontier Digital Phone Silver is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line

Call ID Plus Name

Call Waiting/Cancel Call Waiting

Local and Extended Area Toll Calls

25.12.2 Regulations

- a. The Frontier Digital Phone Silver is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month to month.
- i. The bundle will appear as a single line item on the bill.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

25.12.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Unlimited State.

25. Bundled Services (Continued)

25.12 Frontier Digital Phone Silver*+

25.12.3 (Cont'd)

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

25.12.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$31.99	(I)
Stay Connected	\$9.99	

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Unlimited State.

25. Bundled Services (Continued)

25.13 Frontier Business Metro

25.13.1. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Extended Area Service	Call ID Plus Name
Call Forward	

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

25.13.2 Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. Subscriber line charge is included in the price of the bundle. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- f. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

25. Bundled Services (Continued)

25.13 Frontier Business Metro

25.13.3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	\$62.99	(l)
Add-on Feature Pack	\$3.99	
Upgrade to Deluxe Voice Mail	\$2.99	

25. Bundled Services (Continued)

25.14 Frontier Digital Phone 100#+ - Grandfathered

(C)

25.14.1 General

The Frontier Digital Phone 100# is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Tone

25.14.2 Regulations

- a. The Frontier Digital Phone 100# is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customers account when the customer establishes service in a Frontier territory and renews the bundle on their account.
- h. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- i. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- j. Features will be available to the Digital Phone 100# at a special price. The following features are available:

*This bundle was previously called Frontier Digital Phone Essentials.

+ This service is grandfathered and limited to existing customers at their existing locations.

(N)

25. Bundled Services (Continued)

25.14 Frontier Digital Phone 100#+ - Grandfathered

(C)

25.14.2 Regulations

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

25.14.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# service while they are away, a minimum of one month and up to nine months for a reduced rate.

- Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- Customer's line will be available for 911 calls only at the time of uspension.
- The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- The cost of the service includes the CALC.
- This service does not change any other terms and conditions of the product.

25.14.4 Rates

Digital Phone 100*	Monthly \$20.99
One Feature	\$7.49
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

(I)

*This bundle was previously called Frontier Digital Phone Essentials.

+ This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.15 Frontier Digital Phone Essentials 2* - Grandfathered

(C)

25.15.1 General

The Frontier Digital Phone Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	3-way Calling
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone
Call ID Plus Name	

Unlimited Feature Pack

Features will be available to the Digital Phone Essentials 2 bundle at a special price. The following features are available:

Call Forward Variable	Anonymous Call Rejection
Call Forward Busy	Anonymous Call Acceptance
Call Forward Plus	6-Way Calling
Caller ID Number	Call Trace
Call Return	Voice Mail
Busy Redial	Deluxe Voice Mail
Speed Call 30	

25.15.2 Regulations

- a. The Frontier Digital Phone Essentials 2 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.15 Frontier Digital Phone Essentials 2* - Grandfathered

(C)

25.15.2 Regulations

- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month to month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Digital Phone Essentials is a residential service offering.

25.15.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials 2 while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the SLC.
- g. This service does not change any other terms and conditions of the product.

25.15.4. Rates

	Monthly
Digital Phone Essentials 2	\$23.99
Stay Connected Vacation Service	9.99
Unlimited Feature Pack	7.49

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.16 Frontier Digital Phone Essentials 2* - Grandfathered

(C)

25.16.1 General

The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	3-Way Calling
Call Forwarding	Automatic Redial
Call Return	Call Waiting ID

25.16.2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. Features will be available to the Digital Phone State Unlimited with Essentials 2 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Rejection
Anonymous Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus
Remote Call Forwarding	

25.16.3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

Effective: January 1, 2025

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.16 Frontier Digital Phone Essentials 2* - Grandfathered

(C)

25.16.3 Stay Connected Seasonal Offering

- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

25.16.4 Rates

	Monthly
Digital Phone State Unlimited with Essentials 2	\$28.99
One Feature	7.49
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected	9.99

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.17 Frontier Digital Phone Nationwide Unlimited with Essentials 2* - Grandfathered (C)

25.17.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	3-Way Calling
Call Waiting/Cancel Call Waiting	Call Return
Speed Call 8	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding

25.17.2 Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

* This service is grandfathered and limited to existing customers at their existing locations. (N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.17 Frontier Digital Phone Nationwide Unlimited with Essentials 2* - Grandfathered

(C)

25.17.3 Stay Connected Seasonal Offering

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

25.17.4 Rates and Charges

Monthly Rate	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.18 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2* - Grandfathered (C)

25.18.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
3-Way Calling	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section .3.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding

25.18.2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.18 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2* - Grandfathered (C)

25.18.3 Stay Connected Seasonal Offering

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

25.18.4. Rates and Charges

Monthly Rate	\$31.99	(I)
Digital Phone Enhanced Feature Pack	\$7.49	
Stay Connected	\$9.99	

* This service is grandfathered and limited to existing customers at their existing locations. (N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.19 Frontier Residential Unlimited Voice Service

(N)

25.19.1 General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line
Caller ID with Name
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting

Call Waiting ID
Anonymous Call Rejection
Basic Voicemail
Touchtone

25.19.2 Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.19 Frontier Residential Unlimited Voice Service (Continued)

(N)

25.19.2 Conditions (Continued)

- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

25.19.3 Rates and Charges

- a. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- c. Frontier Residential Unlimited Voice Service is provided at the following rates:

Monthly Rate

Frontier Residential Unlimited Voice Service	\$20.00
--	---------

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.20 Frontier Unlimited Voice and Feature Bundle

(N)

25.20.1 General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

25.20.2 Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.20 Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

25.20.2 Conditions (Continued)

- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

25.20.3 Rates and Charges

- a. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
- c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.21 Frontier Digital Phone Essentials* - Grandfathered

(C)

25.21.1 General

The Frontier Digital Phone Essentials is a package offering available to residential customers that includes one flat rate residential access line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line
Extended Area Service
Touch Calling

Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Pack

Three Way Calling
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forwarding
Selective Call Acceptance

Call Forward
Speed Call 30
Distinctive Ring
Call Waiting
Call Forward Busy
Selective Call Rejection
Priority Ring

25.21.2 Conditions

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.21 Frontier Digital Phone Essentials* (Continued) - Grandfathered

(C)

25.21.2 Conditions (Continued)

- d. Non-payment or partial payment of the bill may result in the removal of services that are included in the package in accordance with existing rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features of have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month to month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Frontier Digital Phone Essentials is available to residential customers only.
- k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

25.21.3 Rates and Charges

Monthly Rate

Frontier Digital Phone Essentials
Digital Phone Enhanced Feature Package

\$23.99
\$7.49

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.22 Frontier Digital Phone Unlimited* - Grandfathered

(C)

25.22.1 General

The Frontier Digital Phone Unlimited Service (Challenger) is a package offering available to residential customers and includes one residential access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Forward	Speed Call 8 or 30
Busy Number Redial (*66)	Distinctive Ring
Call Return (*69)	3-Way Calling
Anonymous Call Rejection	Call Forward Busy
Call Forward Variable or Fixed	Selective Call Rejection
Selective Call Forwarding	Priority Ring
Selective Call Acceptance	

25.22.2 Regulations

1. The Frontier Digital Phone Unlimited (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.22 Frontier Digital Phone Unlimited* (Continued) - Grandfathered

(C)

25.22.2 Regulations (Continued)

4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. **The bundles are offered on a month-to-month basis.**
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply.

25.22.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Pack	\$7.49	(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.23 Frontier Digital Phone Unlimited Plus* - Grandfathered

(C)

25.23.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

25.23.2 Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.23 Frontier Digital Phone Unlimited Plus* (Continued) - Grandfathered

(C)

25.23.2 Regulations (Continued)

4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply.

25.23.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$21.99
Feature Pack	\$7.49

(I)

* This service is grandfathered and limited to existing customers at their existing locations.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.23 Frontier OneVoice

(N)

25.23.1 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

b. Premium Feature Package

Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

25.23.2 Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

LOCAL SERVICE RATES

25. Bundled Services (Continued)

25.23 Frontier OneVoice (Continued)

(N)

25.23.2 Regulations (Continued)

- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis.

25.23.3 Rates and Charges

- a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

	<u>Monthly Rate</u>
Monthly Rate Basic Bundle	\$57.99
Term Price with 1 year commitment	\$42.99
Premium Feature Package	\$9.99

(N)

26. CLAXTON EXCHANGE
TARIFF MAP

**26. POWELL EXCHANGE
TARIFF MAP**

**26. RUTLEDGE EXCHANGE
TARIFF MAP**

**26. TATE SPRINGS EXCHANGE
TARIFF MAP**

**26. WASHBURN EXCHANGE
TARIFF MAP**

27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES

27.1 Non-Recurring Charges

Non-recurring charges shown in this section are applicable for the following activities resulting from a customer's request:

Service Order Charge
Central Office Connection Charge
Access Line Work Charge

Non-recurring charges are in addition to all other applicable rates and charges associated with the service being provided.

The charges specified herein do not contemplate work being performed by the Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges may be made for the additional cost involved.

A Service Order Charge applies for work (each service order) done in receiving, recording, and processing information necessary to execute a customer's request for installations of service, moves and/or changes and rearrangements.

This charge will apply for each order including customer initiated "records only" service orders except for orders affecting a billing address change, and orders notifying the Company that the customer is providing his own equipment. The Service Order Charge will not apply when a customer is adding a given service during Company selected times of special promotion of that service.

A Central Office Connection Charge applies when it is necessary to rearrange central office wiring in order to complete a given installation or change of service.

An Access Line Work Charge applies for work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES (Continued)

27.2 Rates

	<u>Residence</u>	<u>Business</u>
Initial Service Order Charge	\$24.80	\$27.50
Subsequent Order Charge	16.00	16.60
Central Office Connection Charge	23.40	33.50
Access Line Work Charge	11.80	11.80

28. MILEAGE CHARGES

- 28.1 Mileage charges are computed on airline measurement from the location of the main station to the nearest point of the local Base Rate Area boundary and apply to each circuit and to each party line subscriber separately. In those cases where the local Base Rate Area boundary follows the center line of a street or highway, all dwellings or structures within 150 feet of the center line of the street or highway, shall be considered within the said area and shall be furnished service without the application of extra mileage charges. Extra mileage charges are payable in the same manner as charges for associated service.

Mileage charges are computed on airline measurement from the location of the main station to the nearest point of the local Base Rate Area boundary and apply to each circuit and to each party line subscriber separately. In those cases where the local Base Rate Area boundary follows the center line of a street or highway, all dwellings or structures within 150 feet of the center line of the street or highway, shall be considered within the said area and shall be furnished service without the application of extra mileage charges. Extra mileage charges are payable in the same manner as charges for associated service.

Where additional construction is required to furnish urban classes of service outside the local Base Rate Area, the provisions set forth under "Construction Charges" apply.

- 28.2 Extension and P.B.X. Station Mileage

Mileage charges apply to the additional circuit required where Extension Stations, or Signals, or P.B.X. Stations are located on premises other than those on which the main station of P.B.X. switchboards are located or where they are beyond 100 feet from the main station of P.B.X. switchboard.

- 28.3 Rates

These charges cover the additional facilities required and are in addition to the rate specified for the extension or P.B.X. station. Measurements are on route of circuit basis.

28. MILEAGE CHARGES (Continued)

28.3 Rates (Continued)

Monthly Rates

Off premise extension or P.B.X. station line,
each one-quarter mile or fraction thereof

\$.75

On premise extension or P.B.X. station line,
each one-quarter mile or fraction thereof

\$.75

On premise extension mileage charges are administered on a 1/10 mile basis at a rate of
\$.30 per each 1/10 mile or fraction thereof.

28.4 Private Lines (Local)

The Telephone Company will furnish and maintain Private Lines, where facilities are
available and within the Exchange Area, for telephone communication between stations
not connected to the exchange switchboard.

If any of the circuit required to furnish the service is outside the Base Rate Area, such
circuit is furnished in accordance with the regulations contained under "Construction
Charges" in Section 11 of this Product Guide.

Rates:

Monthly Rate

1. Minimum one mile circuit measurement

\$5.00

2. For each additional one-fourth mile of circuit
or fraction thereof, circuit measurement

1.25

3. For each terminal instrument

1.25

28.5 Special Circuits

Local loops used in connection with interexchange facilities for either Private Line
Telephone Service, Private Line Teletypewriter Service, Teletypewriter Exchange
Service, and Private Line Morse Service will be furnished where facilities are available, at
the Business Individual Line Rate.

28. MILEAGE CHARGES (Continued)

28.5 Special Circuits (Continued)

- A. A non-recurring charge equal to the cost of labor required to install such Loops may apply to each Loop in lieu of charges in Section 27, the Non-Recurring Charge Section of this Product Guide should the actual costs exceed these non-recurring charges.
- B. Channels for services not specifically named elsewhere in this Product Guide, for purposes other than telephonic communication, will be furnished where facilities are available and where in the judgment of the Telephone Company the use to be made of such Channels is not contrary to regulations.

Monthly Rate

- 1) Channels for P.B.X. tie lines, or alarm circuits, and like purposes, minimum one mile, circuit measurement \$5.00

Each additional one-quarter mile or fraction thereof 1.25
- 2) Channels, for use in connection with interexchange facilities for Radio Broadcasts; channels between pickup points and a Radio Station or Studio, between a Radio Station and Studio, between Studio and/or Station and Transmitter will be provided according to the Rules, Regulations, and Rates of F.C.C. Tariff 260.
- 3) The Telephone Company does not hold itself out to furnish Channels with a transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the Company's standpoint.
- 4) The subscriber must agree that the volume of electrical input on such channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.
- 5) A non-recurring charge equal to the cost of labor required to install such Channels applies to each circuit in lieu of the minimum charge. In addition to the Service Order and Line Connection Charges, a minimum non-recurring charge of \$7.50 applies.

29. PUSH BUTTON DIALING SERVICE

29.1 General Regulations

Push Button Calling Service provides for the origination of telephone calls through the use of telephones capable of sending discrete tones or pulses through the use of pushbutton dialing equipment. The service requires special tone originating and receiving equipment and will be furnished only where the necessary equipment is available.

The service is furnished by the Telephone Company in connection with individual service and will be provided at the option of the customer.

The minimum contract period for Push Button Service is one month.

All Exchange access arrangements that terminate in a Push Button instrument multi-line systems or PBX shall be equipped for Push Button Calling Service.

Other facilities, requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and the rates specified in the applicable sections of this Product Guide.

Customer owned Push Button telephones may be connected to Telephone Company facilities according to the terms and conditions as set forth in this Product Guide or other governing tariffs. Installation charges for transferring from rotary dial to push button dialing service will be waived.

29. PUSH BUTTON DIALING SERVICE (Continued)

29.2 Rates

Monthly Rates

Business - per exchange access arrangement,	\$1.50	TCB
Residence - per exchange access arrangement,	\$1.25	TCR
Key Systems - per line,	\$1.50	TCB

30. CUSTOM CALLING SERVICE

30.1 General Regulations

Custom Calling Services are optional central office provided telephone service arrangements which provide one or more of the following features:

A. Call Waiting/Cancel Call Waiting

This service provides a tone signal to indicate to a customer who is using his telephone that another party is attempting to call him. It also permits the customer to answer the incoming call while holding his original call. Cancel Call Waiting can be activated by dialing a two digit code prior to establishing a call. If the customer subscribes to Three-Way Calling, the Cancel Call Waiting enhancement can be activated while a call is in progress. The Cancel Call Waiting function is disengaged when a call is terminated. Call Waiting ID as described in Section 45 is included in this service.

B. Call Forwarding*

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

B1. Call Forwarding shall not be used to extend calls on a planned and continuing basis to avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

B2. Call Forwarding will not be offered as a feature at the Call Forwarding terminating station.

C. Call Forward Busy Line*

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to either a different subscriber's telephone number or a different telephone number for the same subscriber located on a different premises from the Call Forwarding Busy Line provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order. Call Forwarding Busy Line shall not be used to extend calls on a planned and continuing basis.

30. CUSTOM CALLING SERVICE (Continued)

30.1 General Regulations (Continued)

D. Call Forward Don't Answer*

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order.

E. Call Forwarding Multipaths

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Call Forward Multipaths is restricted to voice use only.

Call Forwarding Multipaths is available only as an enhancement to one or more of the following features, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer.

Call Forwarding Multipaths is limited to; ten (10) call forwarding paths per telephone number and voice applications only.

Call Forwarding Multipaths can be used with any of these services; B1, PBX , Centrex or ISDN BRI.

30. CUSTOM CALLING SERVICE (Continued)

30.1 General Regulations (Continued)

F. Distinctive Ring*

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listings set forth in Section 32 of this Product Guide will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

G. Speed Calling*

Eight-Code Capacity¹ - enables a customer to place calls to other telephone numbers by dialing a one-digit code rather than the complete telephone number.

Thirty-Code Capacity - enables a customer to place calls to other telephone numbers by dialing a two-digit code rather than the complete telephone number.

H. Three Way Calling*

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

¹ Limited to existing customers at their existing locations effective July 20, 2014.

*The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call Forwarding, Caller Waiting, Three-Way Calling, Speed Calling, Cancel Call Waiting, Distinctive Ring, Call Forwarding Busy Line, Call Forwarding No Answer, Call Forwarding of a Call Waiting Call, Call Forwarding of a Call Waiting Call/No Answer services and other similar services identified in this Product Guide. Some calls may not display name and/or number information and/or Busy Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call Forwarding, Caller Waiting/Cancel Call Waiting, Three-Way Calling, Speed Calling, Distinctive Ring, Call Forwarding Busy Line, Call Forwarding No Answer, Call Forwarding of a Call Waiting Call, Call Forwarding of a Call Waiting Call/No Answer services or other similar services identified in this Product Guide.

30. CUSTOM CALLING SERVICE (Continued)

30.1 General Regulations (Continued)

Custom Calling Services will be provided in connection with one-party residence and business service. P(A)BX, and coin telephone services are excluded.

The service will be furnished only at locations where adequate and suitable facilities are available.

Other facilities, requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Product Guide.

30.2 Rates

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated.

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
a. One Feature, per line				
Call Waiting	\$9.00	\$18.75 (1)	(1)	(1)
Call Forwarding	8.50	4.85	(1)	(1)
Three-Way Calling	9.25	6.00	(1)	(1)
Three-Way Calling, per use	2.00 [#]	2.00 [#]	--	--
Call Forwarding Multipaths				
- Per Path	--	11.00	--	(1)
Speed Calling (8-Code)*	4.75	4.75	(1)	(1)
Speed Calling (30-Code)	5.75	6.75	(1)	(1)
Call Forward Busy Line	3.00	4.00	(1)	(1)
Call Forward Don't Answer	3.00	4.00	(1)	(1)
Distinctive Ring	6.99	7.50	(1)	(1)

[#] The maximum monthly charge is \$15.00 per line.

* Limited to existing customers at their existing locations effective July 20, 2014.

(1) See Section 27 for service charges. The service charges apply only to the first feature when two or more features are installed on the same request.

30. CUSTOM CALLING SERVICE (Continued)

30.2 Rates (Continued)

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
b. Two or More Features,* each (2)				
Call Waiting	\$1.80	\$2.15	(1)	(1)
Call Forwarding	\$1.55	\$1.85	(1)	(1)
Three-Way Calling	\$2.60	\$3.20	(1)	(1)
Speed Calling (8-Code)	\$1.75	\$2.75	(1)	(1)
Speed Calling (30-Code)	\$2.75	\$4.75	(1)	(1)

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
c. Package – Custom Calling services on same line *				
Custom Calling package Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling (8-Code) - per line	\$4.95	\$6.95	(1)	(1)

* Limited to existing customers at their existing locations effective July 20, 2014.

- (1) See Section 27 for service charges. The service charges apply only to the first feature when two or more features are installed on the same request.
- (2) When two or more features are ordered on each line, the combined rates on the “two features or more” line apply.

31. DIRECT INWARD DIALING (DID) SERVICE

31.1 General Regulations

DID Service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and will be furnished from the central office which regularly serves the area in which the customer is located.

The charges for this service, as provided in Section 31.2, are in addition to all applicable charges in this Product Guide for the services with which this offering is associated.

The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.

The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.

Facilities and operational characteristics of interface signals between the Company-provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 32, of this Product Guide.

The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.

DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.

Existing Customers wanting to subscribe to DID Service may keep their existing numbers in non-sequential blocks of twenty (20) numbers which may be assigned to station lines or reserved for future use at rates specified herein.

31. DIRECT INWARD DIALING (DID) SERVICE (Continued)

31.2 Rates

A.	Group of 20 working or Reserved DID Numbers ⁽¹⁾	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
	Working Numbers, each	\$3.40	\$480.00
	Reserved Numbers, each	3.40	480.00
B.	DID Trunk Termination in Central Office		
	Each	26.00 ⁽²⁾	50.00

Note (1) – The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated services.

Note (2) – Direct Inward Dialing Trunk Termination Charges are not applicable to ISDN-PRI Service.

32. DIRECTORY LISTINGS

32.1 General

The following applies to light faced listings in the white pages (alphabetical section of the directory)

- A. Only information necessary to identify the customer is included in these listings.
- B. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- C. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- D. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- E. A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- F. Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- G. Incoming calls to non-published service 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. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.

32. DIRECTORY LISTINGS (Continued)

32.1 General (Continued)

- H. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
- I. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

32.2 Composition of Listings

A. Name

1. Business Service

If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.

- (a) The name of a subscriber
- (b) The name of each business enterprise which the subscriber conducts
- (c) The name of a corporation which is the parent or subsidiary of the subscriber

2. Residence Service

- (a) The name of the subscriber
- (b) Another authorized residential name
- (c) Dual name listings authorized by the subscriber, i.e. Smith, Mary and John
- (d) Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

32. DIRECTORY LISTINGS (Continued)

32.2 Composition of Listings (Continued)

B. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

C. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

32.3 Types of Listing

- A. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
- B. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
- C. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have an directory listing agreement in place.
- D. Extra Line of Information – descriptive text that does not have a telephone number.
- E. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
- F. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

32. DIRECTORY LISTINGS (Continued)

32.4 Rates

	Monthly <u>Rate</u>
Additional Listing	
Business	\$16.00 (l)
Residence	6.00
Foreign Listing	
Business	\$6.00
Residence	5.00
Extra Line of Information	
Business	\$16.00 (l)
Residence	5.50
Non-published	\$7.00
Non-listed	\$7.00

33. DIGITAL DATA COMMUNICATION SERVICE

33.1 Datapath Service

33.1.1 General

- a. Datapath Service is a central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath Service provides direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath Service access lines.
- b. Datapath Service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath Service access lines.
- c. Datapath Service is not provided for the transmission of voice communications. Use of the service for the transmission of voice communications is not permitted.

33.1.2 Regulations

- a. Datapath Service is provided subject to the availability of properly equipped digital central offices and facilities. The Company is under no obligation to provide Datapath Service at a distance from the central office that exceeds the technical limitations of the service. Customers who are served by central offices other than the one from which Datapath is offered may receive service through the Datapath Remote Access option. Rates apply as per Section 33.1.4 of this Product Guide.
- b. The Company shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of Datapath Service render any facilities provided obsolete or unusable.
- c. Charges for Datapath Service do not include customer premises equipment and facilities. Such charges shall be the responsibility of the customer.
- d. Service is available on a month-to-month basis. In addition 36 and 60 month contracts are available. Datapath Service is subject to all general regulations applicable to the provision of service by the Company as stated elsewhere in the Product Guide.
- e. Datapath service is offered on a touch calling basis only. Rates apply as per section 29.2. of this Product Guide.
- f. Vacation service is not allowed.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.1 Datapath Service (Cont'd)

33.1.2 Regulations

- g. Regulations for Allowance for interruption apply only as specified elsewhere in this Product Guide.
- h. When a data connection is inactive for thirty (30) minutes, the network will automatically disconnect the data call. Should uninterrupted service be required the customer can subscribe to the Uninterrupted Service Feature. Rates apply as per Section 33.1.4 of this Product Guide.

33.1.3 Features

Datapath Service includes but is not limited to the following features:

- a. Automatic Line - Automatically dials a customer's pre-programmed telephone number.
- b. Last number redial - allows a user to redial the last number called by use of an access code rather than by dialing the entire number.
- c. Memory Dialing - allows a user to dial up to ten (10) frequently dialed numbers through the use of an abbreviated access code.
- d. Ring again - automatically redials a busy telephone number.
- e. Hunting - directs incoming calls to an available hunt group number.
- f. All of the above features may not be compatible with each other.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.1 Datapath Service (Cont'd)

33.1.4 Rates

	<u>Monthly Rate</u>	<u>ASOC</u>
a. Month-to-month rates per line	25.00	DPMM
b. 36 month rates per Term Payment	24.00	DP36
c. 60 month rates, per Term Payment Plan per line	23.00	DP60

d. Optional Features

1) Uninterrupted Service Feature

A data connection is normally terminated after thirty (30) minutes of inactivity. A customer who is not within a Datapath serving office but who is within a Datapath through

	<u>Monthly Rate</u>	<u>ASOC</u>
a) per line	10.00	DUS

2) Datapath Remote Access

A customer who is not within a Datapath serving office but who is within a Datapath through

e. Installation Charges

1) The appropriate business service connection charges apply as per Section 27 of this P

2) A data terminal equipment installation charge of \$50.00 for the first line and \$10

	<u>ASOC</u>
First Line terminal installation charge \$50.00	DTC1
Additional Line terminal installation charge \$10.00	DTCA

3) If special or unusual line conditioning is required or unusual installations occur, additional time and material charges may apply.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.1 Datapath Service (Continued)

33.1.5 Term Payment Plan

- a. The Term Payment Plan includes specific contract periods of 36 or 60 month in duration and is
- b. The monthly rate for Datapath service under the term payment plan for the periods of 36 or 60 months is not subject to Company initiated rate increases.
- c. Datapath line additions under the term payment plan may be made at contracted rates for the du
- d. Upon expiration of the term payment plan, the customer must select a new contract period as offered in the current Product Guide or revert to current rates for the month to month payment options.
- e. Termination Liability
 - 1) If service is terminated in whole or in part, except as otherwise provided herein, prior to the expiration of the agreed to term payment plan, the customer shall be required to pay a termination charge determined by the application of the following formula for Datapath lines:

Number of Disconnected Datapath Lines Below the Level Under Contract	X	Monthly Datapath Rates	X	Number of Months Remaining In the Contract Period
---	---	------------------------------	---	--

In the preceding calculation consideration will be given for the time value of money at a discount rate of ten(10) percent.

- 2) A customer who reduces Datapath lines under contract has the following options for the duration of the contract period.
 - (a) Continue to pay an amount equal to the monthly rate for the number of Datapath lines disconnected that are under contract, or
 - (b) Pay termination charges as covered in (1) preceding on the number of Datapath line(s) disconnected.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.1 General

- a. Integrated Services Digital Network (ISDN) Service is a new offering supported by the Integrated Services Digital Network (ISDN) architecture. ISDN describes the digital end-to-end telecommunications network which supports simultaneous transmission of voice, data, and packet services on the same exchange access line. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface (BRI) lines to their serving central offices. Calling/Called Number Delivery is included with this service.
- b. Basic Rate Interface is an optional service arrangement which uses ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and image service via channelized transport. Basic Rate Interface consist of two 64 Kbps "B" Channels and one 16 Kbps "D" Channel (2B+D) at the service delivery point.
- c. "B" Channel - The "B" Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the "B" Channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. One Directory Number (DN) with one Primary Directory Listing for the first "B" Channel ISDN service line is provided. Additional listings may be provided as specified for Additional Listing Charges in the Directory Listings section of this Product Guide.
- d. "D" Channel - The "D" Channel is a 16 Kbps Packet-switched digital signaling channel that carries signaling and control for the "B" Channel and has maximum packet transmission throughput of 9.6 Kbps.

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data "D" Channel service provides the ability to originate and receive X.25 packet data calls over the "D" Channel. This arrangement provides a maximum throughput of 9.6 Kbps. Each "D" Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single "D" Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch, and must be selected at the time of initial installation.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.1 General (Cont'd)

1. Flow Control Parameter Negotiation (FCPN) - This parameter negotiates on a per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.
2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
3. Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.
4. Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.
5. Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.
6. Closed User Groups - An arrangement that allows ISDN users to establish subnetworks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:

Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.

Closed User Group with Incoming Access - The data terminal receives incoming calls only.

Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated.

Outgoing Calls Barred Within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.1 General (Cont'd)

7. Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
 8. Fast Select Acceptance - An arrangement that allows the switch to transmit incoming call packets with the Fast Select facility to a destination terminal that has this feature.
- f. Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN - BRI.
- g. Calling Number Identification Service - National ISDN - A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.

33.2.2 Definitions

"B" Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

"D" Channel - A 16 Kbps digital signaling channel capable of supporting 9.6 Kbps or packet information for the Basic Rate Interface.

64 KBPS Clear Channel Capacity (CCC) - A "B" Channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

Clear Channel Capacity - 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. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This characteristic is inherent with ISDN - BRI.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.2 Definitions (Cont'd)

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN - BRI.

33.2.3 Regulations

- a. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- b. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- c. Customer Premise Equipment (CPE) - The customer will be responsible for providing compatible CPE with the ISDN Interface.
- d. The company will be responsible for publishing and maintaining ISDN Interface Specifications.
- e. Service Charges in Section 27 of this Product Guide are applicable per Individual Line Basic Rate Interface (BRI) in addition to rates and charges following.
- f. Temporary suspension of service is not available with ISDN - BRI.
- g. ISDN - BRI is available at residential rates for use by full-time educational institutions. These institutions must be eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs, and students in other classrooms. Teachers and researchers may also subscribe to this service at residential rates for on-campus use. This offering has been expanded to include state libraries and archives, regional and free public libraries. These lines shall not be used to replace existing administrative lines.
- h. Service Charges for ISDN - BRI are not applicable to residence and business customers during the sixty days after a central office conversion which makes ISDN - BRI available for the first time.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.4 Optional Features

Customers are required to subscribe to ISDN - Individual Line Basic Rate Interface (BRI) before ordering these features. Calling/Called Number Delivery is provided with ISDN - BRI. Features are available to increase the capability of ISDN - BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity.

a. Features for use with Electronic Key Telephone Service (EKTS).

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

1. Multiple Call Appearances of a Directory Number - An arrangement that allows the user to have appearances of the directory number assigned to the customer provided set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number or secondary telephone number (if purchased) can be terminated to the telephone if one or more idle call appearances are available to accept the calls. In certain central offices, this arrangement may limit the use of the Shared Call Appearance feature.
2. Shared Call Appearances of a Directory Number - An arrangement that allows a directory number(s) from one customer-provided set to appear as a call appearance(s) on the customer-provided set(s) of other users. Bridging, which is an arrangement that allows the user to connect onto a currently active call, is included.
3. Secondary Telephone Numbers - An arrangement that allows a customer-provided set to have access to an additional directory telephone number(s). The additional directory number(s), Secondary Telephone Number(s), may originate or receive calls independent of the customer provided set's primary directory telephone number.
4. Privacy Release - (Automatic Exclusion) - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to an existing call(s). On a call by call basis, this feature can be disabled to allow bridging to occur.
5. Manual Exclusion - (Privacy) - This is the opposite of Privacy Release. On a call by call basis the user can restrict other stations from picking up a call on hold or bridging onto an existing call that is active at that station.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.4 Optional Features (Cont'd)

6. ISDN Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
7. ISDN Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.

b. Features for use with non-EKTS or EKTS CPE

This option provides a group of features that increase the user's voice terminal flexibility.

1. Call Forwarding - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
2. Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.4 Optional Features (Cont'd)

b. Features for use with non-EKTS or EKTS CPE (Cont'd)

3. Conference, Drop, Hold, Transfer

Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.

Drop - This central based feature allows the user to disconnect the last party added to a conference call.

Hold - Allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.

Transfer - This feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.

This feature may require an additional call appearance or an additional DN.

4. Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed.
5. Multi-Line Hunting - This feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances. Multi-Line Hunting is included in the ISDN Access Line monthly rate.
6. Speed Calling - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.
7. Additional Call Appearance - Primary Directory Number (PDN) or Directory Number (DN) - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.4 Optional Features (Cont'd)

b. Features for use with non-EKTS or EKTS CPE (Cont'd)

8. Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
9. Call Return - This allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/ idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.
10. Selective Call Forwarding - An arrangement which permits a customer to pre- specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selective Call Forwarding is activated, only calls from the pre-specified numbers will be forwarded.
11. Selective Call Rejection - Allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.
12. Automatic Busy Redial (Repeat Dialing) - An arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.5 Rates and Charges

The following monthly charges and rates are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section 27 of this Product Guide.

	<u>Monthly Rate</u>
a. ISDN Access Line	
(1) Business	55.00
(2) Residence	(Note 1)
b. Channels Activated	
Circuit Switched Voice/Data "B" Channel	
(1) Business - per channel	16.25
(2) Residence	13.85
	(Note 2)
c. Packet Switched Data "D" Channel	
IntraSwitch only	
(1) Business - per channel	12.00
(2) Residence	(Note 2)

Note 1. Residential Flat Rate Service - As specified in Section 25 of this Product Guide.

Note 2. Residential Service includes two "B" Channels and one "D" Channel. The user can determine if the "B" channels are Voice, Data, or Voice/Data and may request the "D"Channel to be configured for Packet Switching.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.5 Rates and Charges (Cont'd)

d. Optional Features for use with ECTS CPE

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Multiple Call Appearances Second & Subsequent appearances ea.		
(a) Business - per line	2.00	4.00
(b) Residence - per line	1.00	1.00
(2) Shared Call Appearances Second & Subsequent appearances ea.		
(a) Business - per line	2.00	4.00
(b) Residence - per line	2.00	1.50
(3) Secondary Telephone Numbers ea.		
(a) Business - per line	2.00	4.00
(b) Residence - per line	1.00	1.50
(4) Privacy Release - per shared DN		
(a) Business - per line	2.00	.50
(b) Residence - per line	1.00	.25
(5) Manual Exclusion - per shared DN		
(a) Business - per line	2.00	.50
(b) Residence - per line	1.00	.25
(6) ISDN Intercom Calling - Dial - each member		
(a) Business - per line	2.00	3.00
(b) Residence - per line	1.00	1.50
(7) ISDN Intercom Calling -Automatic - each member		
(a) Business - per line	2.00	3.00
(b) Residence - per line	1.00	1.50

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.5 Rates and Charges (Cont'd)

e. Optional Features for use with non-EKTS or EKTS CPE*

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Call Forwarding		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 30.2 of this Product Guide)		
(2) Call Pickup	2.00	4.00
(a) Business - per group	2.00	2.00
(b) Business - per member	1.00	4.00
(c) Residence - per group	1.00	2.00
(d) Residence - per member		
Only one type of Conference, Drop, Hold, Transfer is allowed per user.		
(3) Conference, Drop, Hold, Transfer	2.00	3.00
(a) Business - per line	1.00	2.00
(b) Residence - per line		
(4) Six-Way Conference, Drop, Hold Transfer	2.00	12.00
(a) Business - per line	1.00	12.00
(b) Residence - per line		
(5) Multi-Line Hunting **		

* Optional features are furnished only from central offices that have been equipped to provide this capability and are subject to central office switching capacity, availability of features, and outside plant facilities.

** Multi-Line Hunting is included in the ISDN Access Line charge.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.2 Integrated Services Digital Network (ISDN) - Individual Line Basic Rate Interface (BRI)* (C)

33.2.5 Rates and Charges (Cont'd)

e. Optional Features for use with non-EKTS or EKTS CPE* (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(6) Speed Calling -30		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 30 of this Product Guide)		
(7) Additional Call Appearance, PDN or DN	2.00	2.00
(a) Business - per line	1.00	.75
(b) Residence - per line		
(8) Call Tracing		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 45 of this Product Guide)		
(9) Call Return		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 45 of this Product Guide)		
(10) Selective Call Forwarding		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 45 of this Product Guide)		
(11) Selective Call Rejection		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 45 of this Product Guide)		
(12) Automatic Busy Redial (Repeat Dialing)		
(a) Business - per line		
(b) Residence - per line		
(Rates as specified in Sec 45 of this Product Guide)		

Optional features are furnished only from central offices that have been equipped to provide this capability and are subject to central office switching capacity, availability of features, and outside plant facilities.

* ISDN - Individual Line Basic Rate Interface (BRI) is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.1 General

- a. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is an intraLATA group of offerings supported by the ISDN architecture.
- b. ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B Channels and one (1) 64 Kbps D Channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e., outward, inward, and two-way trunks, and WATS 800/888 Service access lines).
- c. Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- d. Unless specified, the regulations for ISDN-PRI service apply in addition to the general rules and regulations as set forth in this Product Guide.
- e. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special construction charges may apply as specified in Section 11 of this Product Guide.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Continued)

33.3.2 Regulations

- a. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the responsibility of the customer for provisioning.
- b. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- c. Suspension of service is not allowed.
- d. Service Order Charges specified in Section 27 of this Product Guide apply.
- e. Minimum subscription period for which month-to-month Primary Rate Access Services are furnished and for which charges apply is one month.
- f. Verification and Emergency Interrupt service is not available for ISDN-PRI Service.
- g. Telephone numbers transmitted via the Optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service Subscriber. Resale of this information is prohibited by this Product Guide.
- h. Local exchange services utilizing ISDN-PRI Service are only available with the Voice Network Access Service.
- i. WATS 800/888 Services utilizing ISDN-PRI Service are available in Section 39 of this Product Guide.
- j. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1s over a single D Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with 23B Channels and 1D Channel. Additional ISDN-PRI Service arrangements are ordered with 24B Channels at rates and charges provided in Section 33.3.6. The D Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D Channel with the NFAS option (NB+2D). It is recommended that D Channels be provisioned in separate ISDN-PRI Service arrangements.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Continued)

33.3.2 Regulations (Continued)

(k) Exemption for 911 Non-Voice Lines

- a. The Company will apply the appropriate 911 Fee to each of twenty-three (23) channels of ISDN-PRI installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
- b. If a Certificate of Exemption is not received prior to installation of ISDN-PRI, the 911 Fee will be applied. Exempt status will become effective on the "effective date of change" on the certification.
- c. The exemption certification process will be explained to the customer ordering ISDN-PRI service. However, it is the customer's responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.
- d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.
- e. The customer must notify the Company in writing within 30 days of an exempted ISDN-PRI service change or re-termination such that the 911 fee exemption is no longer applicable.

(l) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S33.3.2 (K) b. preceding. No retroactive refunds will be provided.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.3 Definitions

B Channel - A bidirectional synchronous channel capable of supporting 64Kbps of digital transmission.

D Channel - A 64Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64Kbps Clear Channel Capability (CCC) - A B Channel connection that provides end-to-end digital connection in which all 64Kbps of bandwidth are available for customer use.

33.3.4 Application of Rates

- a. ISDN-PRI Service Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.
- b. Interoffice channels furnished between central offices will be charged at three rates, a fixed rate, a rate based on airline miles between the two central offices, and clear channel capability.
- c. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI Service.
- d. ISDN-PRI Primary Rate Access Lines rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface and Primary Rate Channel charges.

(M) Material moved to Section X33 page 1

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.5 Service Components (Cont'd)

- a. The customer may choose any number of channels up to twenty-three (twenty - four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800/888 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
- b. The components for ISDN-PRI Service will be as follows:

Primary Rate Access Line
Primary Rate Interface
Primary Rate Channels
Call-by-Call/Integrated Service Access Feature Capability
Voice Network Access

1. Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop support Clear Channel Capability.
2. Interoffice Channels - will provide for the transmission facilities between Company serving central offices within a LATA.
3. Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64Kbps and one (1) D Channel for signaling also at 64Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B Channels at 64Kbps.
4. Primary Rate Channels - will provide a flat rated channel that will allow either voice or data transmission up to 64Kbps.
 - (a) Monthly charges for voice channels will include the Primary Rate Channel and the Voice Network Access rates found in Section 33.3.6 of this Product Guide.
 - (b) Voice calls may be completed to both ISDN and non-ISDN lines.
 - (c) Data Transmission on the B Channel will be circuit switched at 64Kbps. within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56Kbps.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.5 Service Components (Cont'd)

- (d) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800/888 Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.
- 5. Call-by-Call / Integrated Service Access Feature Capability - This feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
 - c. Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D Channel associated with incoming calls on a B Channel(s) to a PBX.
 - d. Network Ring Again - This optional feature enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Continued)

33.3.6 Rates and Charges

- a. All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the Section 27, apply to the activation, move, or change of channel equivalents within ISDN-PRI Service packages as well as for installation of the basic system. Suspension of service is not permitted with ISDN-PRI Service.

Direct Inward Dialing Trunk Charges in Section 31 do not apply.

b. ISDN-PRI Primary Rate Access Line

1. Primary Rate Access Line Service Termination is furnished between a serving central office and the customer's designated premises.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per Facility	\$105.00	\$106.00 ⁽¹⁾

2. Primary Rate Access Line Interoffice Channels are furnished between serving central offices. Three rates apply: a channel mileage termination fixed rate, channel mileage per mile rate, and a clear channel capability rate. Channel mileage per mile rates are based on airline distance.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Fixed Rate	-	\$53.14
Each airline mile	-	\$35.18
Clear Channel Capability	\$90.00	\$24.00

Note (1) – Refer to Citizens FCC1 Tariff Section 20.2 for additional charges that apply.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.6 Rates and Charges (Cont'd)

- c. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Primary Rate Interface, each*	\$340.00	\$360.00
Primary Rate Channels, each	\$7.00	\$7.00
Call-by-Call/Integrated Service Access Feature Selection, Per Facility Group	\$125.00	\$15.00
Voice Network Access Per Channel**		\$27.00

d. Optional Features

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. Incoming Call Identification Per Incoming or Two-Way Service		
(a) 1-8 Services, each	-	\$25.00
(b) 9-15 Services, each	-	\$20.00
(c) 16 or more Services, each	-	\$15.00
2. Network Ring Again Per Primary Rate Interface each***	-	\$30.00

* See Optional Payment Plan for Discount Rates

** Rate applies to each voice activated Primary Rate Channel.

*** Certain equipment restrictions apply.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.6 Rates and Charges (Cont'd)

d. Optional Features (Cont'd)

1. Optional Payment Plan

<u>Monthly Rate</u>	<u>3 year</u>	<u>5 year</u>
Per Primary Rate Interface, Per Month	\$324.00	\$288.00

e. Move Charge

A move charge, per ISDN-PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access Line Nonrecurring Charge, Service Change Charge and Premises Visit Charge specified in f. following.

f. Service Connection Charges

1. Service Establishment Charges are applicable for each ISDN-PRI Primary Rate Access Line ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
2. Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing Primary Rate Access Line. A Service Change Charge is applicable for each Primary Rate Access Line associated with the customer request (in lieu of a Service Establishment Charge).
3. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.6 Rates and Charges (Cont'd)

f. Service Connection Charges (Cont'd)

4. Charges for ISDN-PRI Service

(a) Service Establishment Charge

	Nonrecurring Charge
1. Per ISDN-PRI Service	\$575.00

(b) Service Change Charge Per Primary Rate Access Line

	Nonrecurring Charge
1. For termination change at the same premises, physical, each	\$350.00

(c) Premises Visit Charge Per Primary Rate Access Line

	Nonrecurring Charge
1. Premises Visit Charge, per visit	NOTE 1

NOTE 1 - Refer to Section 27 for current rate.

33. DIGITAL DATA COMMUNICATION SERVICE (Continued)

33.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)

33.3.6 Rates and Charges (Cont'd) ⁽¹⁾ ⁽²⁾

(g) Term Plans

Term contracts include the following ISDN-PRI Service Components, all other rates and charges of this Product Guide are applicable.

- Primary Rate Access Line 33.3.6 (b)(1)
- Primary Rate Interface 33.3.6 (c)
- Primary Rate Channels 33.3.6 (c)
- Voice Network Access (23 channels) 33.3.6 (c)

<u>Contract Period</u>	<u>Monthly Rate</u>
One Year	\$ 740.79
Two Years	672.79
Three Years	642.94

Note (1) Refer to Citizens Telecommunications FCC No. 1 Section 20 for additional charges.

Note (2) Refer to Section 33.3.2 of this Product Guide for requirements concerning "Exemption for 911 Non-Voice Lines".

34. REMOTE CALL FORWARDING

34.1 General

- (A) Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). If a call originates from the RCF number and terminates on a station within the same county, no toll charges apply.

34.2 Limitations

- (A) RCF service is offered subject to availability of suitable facilities.
- (B) RCF service is not offered when the terminating station is a coin telephone.
- (C) The Company will not provide identification of the originating telephone number to the remote call forwarding customer.
- (D) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- (E) RCF is not represented as suitable for satisfactory transmission of data.
- (F) Call forwarding will not be offered as a feature at the RCF terminating station.
- (G) RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- (H) When the call forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.

34. REMOTE CALL FORWARDING (Continued)

34.2 Limitations (Continued)

- (I) RCF is offered as an individual service or as an additional feature with multi-line hunt Foreign Exchange Service for overflow when the Foreign Exchange Service is busy.
- (J) An RCF Service number is not to be used as a terminating station number to which calls are forwarded from another RCF Service.
- (K) RCF Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues.
- (L) If the use of RCF service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.

34.3 Directory Listings

- (A) 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.

34.4 Rates and Charges

- (A) The following charges are for the RCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used (the terminating station). Residential and business exchange service line rates do not apply at the call forwarding location.

		Monthly Rate	
Remote Call Forwarding		<u>Residential</u>	<u>Business</u>
(1)	Per feature arranged	\$25.90	\$42.00
(2)	Per additional access facility	\$25.90	\$42.00

34. REMOTE CALL FORWARDING (Continued)

34.5 Message Charges

- (A) Between the RCF location and the terminating station –

The RCF customer is responsible for the applicable customer dialed station-to-station charges specified in Section 38 of this Product Guide or charges specified in Section 39 when an intrastate INWATS (800 Service) number is used as the terminating station. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls.

34.6 Service Charges

- (A) The Service Order Charge and the Line Connection Charge apply as specified in Section 27 when the RCF feature is initially installed or when an additional access facility is provided.
- (B) The Service Order Charge and Line Connection Charge apply for all subsequent number changes, either the call forwarding location number or the terminating location number.

35. Reserved for Future Use

36. CUSTOMER INCENTIVE PROGRAM

(N)

36.1 Residence Customer Incentive Program

36.1.1 General

The Residence Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

36.1.2 Regulations

- (A) This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- (B) For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- (C) To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- (D) For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

(N)

36. CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

36.1 Residence Customer Incentive Program (Continued)

36.1.2 Regulations (Continued)

- (E) The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 36.1.3 following.
- (F) The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in 36.1.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- (G) Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 36.1.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- (H) The Company reserves the right to discontinue this offer.

(N)

36. CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

36.1 Residence Customer Incentive Program (Continued)

36.1.3 Rates

(A) The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
- (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
- (3) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.

(B) The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

(C) Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

(N)

36. CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

36.2 Business Customer Incentive Program

36.2.1 General

The Business Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

36.2.2 Regulations

- (A) This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- (B) For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- (C) To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
- (D) For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

(N)

36. CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

36.2 Business Customer Incentive Program (Continued)

36.2.2 Regulations (Continued)

- (E) The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 36.2.3 following.
- (F) The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in 36.2.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- (G) Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 36.2.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- (H) The Company reserves the right to discontinue this offer.

(N)

36. CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

36.2 Business Customer Incentive Program (Continued)

36.2.3 Rates

(A) The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
- (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
- (3) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.

(B) The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

(C) Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

(N)

37. FOREIGN EXCHANGE SERVICE - INTRASTATE

37.1 General Rules and Regulations

Foreign Exchange Service is exchange service from an exchange other than the one which would normally serve.

Foreign Exchange Service does not come within the Telephone Company's general undertaking, nor does the Telephone Company obligate itself to furnish such service generally, but will do so where facilities of such a character are available as will permit satisfactory telephone transmission. It will not be provided when there may be a resulting impairment of service or when undue expense is involved.

Foreign Exchange Service is offered between all exchanges of this Company and between exchanges of this Company and other companies located within the boundaries of this state. It will be furnished jointly with other companies only after satisfactory arrangements are made with the connecting company to provide its portion of the circuit.

Only individual line or P(A)BX trunk foreign exchange service is furnished.

Subscribers to foreign exchange service are required to contract for service in the exchange from which they would normally be served. The minimum requirement is one individual line or one trunk.

The local service area and toll rates to main stations or private branch exchange systems connected for foreign service are the same as regularly apply to stations located in the foreign exchange area. Charges, if any, for messages to foreign exchange main stations or private branch exchange systems are the established rates for messages to stations located in the foreign exchange area.

Extension stations, including off-premises extensions, will be permitted in accordance with the provisions of the local exchange providing facilities and operating conditions permit. Off-premises extension stations will be furnished only for the use of the subscriber.

Foreign exchange service is furnished for the exclusive use of the subscriber, his employees, agents or representatives of the business establishment. If this provision is violated and the use of the service extended to other persons, the Company may, without notice, terminate the service. Where circumstances justify such action, the Company may waive its right to terminate the service. Such action shall not be construed as a waiver of its right to terminate the service should further violations occur.

37. FOREIGN EXCHANGE SERVICE - INTRASTATE (Continued)

37.2 Rates

The monthly business one party rate or P(A)BX trunk rate of the serving central office exchange as well as applicable mileage extension, and/or other monthly miscellaneous charges of the exchange where the telephone set or P(A)BX trunk is located, apply in addition to the following paragraph.

In addition to the preceding paragraph and unless provided for elsewhere in this Product Guide, the Telephone Company concurs with the monthly rates, non-recurring charges & tariff provisions of the South Central Bell Telephone Company.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

(T)

(D)

(D)

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

(T)

(D)

(D)

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.1 Application

This Product Guide applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities within the state of Tennessee, between two or more points within the state of Tennessee where the respective rate centers of such points also are located within the same LATA in said state.

38.2 General

Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different centers for either two-point or conference service.

Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Bell South's General Subscriber Services Tariff Section A18.5.

Customer or Other Common Carrier-provided terminal equipment or systems may be used with facilities furnished to the customer by the Company for Long Distance MTS.

Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in Section 2 and Section 3 of this Product Guide.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service

38.3.1 Service Between Land Wire Stations - Residence and Business

Classes of Service

Service is offered to residential customers on a Station-to-Station basis, as either Dial, Dial Calling Card, or Operator, or on a Person-to Person basis.

Rates and Charges

Charges for each Long Distance MTS message between any two points within the state are determined as follows:

First minute and additional minute rates for all messages are specified in the Basic Rate Schedule following.

If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted as specified in following schedules.

For any Dialed Calling Card Station, Operator Station, or Person-to-Person message, the Service Charge is added to the Basic Rate Schedule charge as noted in following pages.

Basic Rate Schedule

The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message and the airline mileage between the rate centers of the two stations connected as specified in Bell South's General Subscriber Services Tariff Section A18.5.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Basic Rate Schedule (Continued)

Basic Rate Schedule (Day Rate Period)

	<u>Rate Mileage</u>	<u>Initial Minute</u>	<u>Additional Minutes, Each Or Fraction Thereof</u>	<u>Billing Code</u>
(a)	1-10 miles	\$.10	\$.10	NA
(b)	11-16 miles	.10	.10	NA
(c)	17-22 miles	.15	.15	NA
(d)	23-30 miles	.15	.15	NA
(e)	31-40 miles	.19	.19	NA
(f)	41-55 miles	.19	.19	NA
(g)	56-70 miles	.21	.21	NA
(h)	71-85 miles	.21	.21	NA
(i)	86-100 miles	.21	.21	NA
(j)	101+	.21	.21	NA

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Rate Periods and Rate Discounts

Rate periods and rate discounts are described in the table following:

Rates and Applicable Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00AM to 5:00PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	53% Disc	53% Disc
5:00PM to 11:00PM ¹	30% Disc	30% Disc	30% Disc	30% Disc	30% Disc	53% Disc	30% Disc
11:00PM to 8:00AM ¹	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc	53% Disc

Day Rate Period = Full Rate

Evening Rate Period = 30% Discount

Night and Weekend Rate Period = 53% Discount

Note 1: To, but not including.

Discounts for the Evening, Night and Weekend reduced rate periods are expressed as a percent reduction of the Basic Rate Schedule preceding. The discount is applied to the total Basic Rate Schedule charge for a message which is established within the reduced rate period. When application of the discount results in a fractional charge, the amount will be rounded to the lower cent.

No discount applies for a message which is established in the Day rate period. When a message spans more than one rate period, the rate in effect at the time the connection is established applies.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Service Charges

For any message in the call classes listed following, add the Service Charges shown following to the total Basic Rate Schedule Charge. Discounts do not apply to the Service Charges.

		<u>Rate</u>	<u>Billing Code</u>
(1)	Station-to-Station		
	(a) Dial Calling Card	\$.70	NA
	(b) Operator	1.50	NA
(2)	Person-to-Person		
	(a) Each	3.00	NA

Timing of Messages

First minute rates given in the rate schedule preceding are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule preceding are for each additional minute or any fraction thereof that the connection continues beyond the first minute.

The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.

On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier, mobile radio system, or PBX system.

On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Timing of Messages (Cont'd)

Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

Chargeable time does not include time lost because of faults or defects in service.

Reversal Of Charges (Collect Calls)

Collect calls are permissible for all telephone calls, provided the charges are accepted at the called station. When a collect call is attempted to a pay telephone, the charges must be billed to a calling card or third party number, or the call may be reoriginated from the called station.

The regularly established Operator Station-to-Station or Person-to- Person rates apply.

Rates Applicable On Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the Holiday rate applicable is the Evening rate, unless a lower rate would normally apply.

Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center

Rates for certain MTS calls are reduced for hearing and/or speech impaired customers who meet requirements (a) through (d), following, or for any customer who meets requirement (e), following:

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center (Continued)

- (a) The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
- (b) The customer has non-voice equipment used for telecommunications.
- (c) The customer makes written application to the Company for the reduced MTS rates.
- (d) The customer designates to the Company one and only one telephone number associated with that customer's residence service. Reduced rates apply only to calls originated from this telephone number.
- (e) The customer uses the Tennessee Relay Center which permits hearing and speech impaired customers to use a Telecommunications Device for the Deaf (TDD) to exchange telephone messages with voice customers.

Rates for certain MTS calls are reduced for an agency that assists hearing or speech impaired persons under the following conditions:

- (a) The agency provides non-voice telecommunications equipment solely for the use of hearing or speech impaired persons.
- (b) The agency makes written application to the Company for the reduced MTS rates.
- (c) The agency designates to the Company one and only one local exchange telephone number associated with each piece of non-telecommunications equipment. Each such number may be used only for calls through the non-voice telecommunications equipment.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.3 Two Point Service (Continued)

38.3.1 Service Between Land Wire Stations - Residence and Business (Continued)

Rates for Hearing or Speech Impaired Customers or Users of the Tennessee Relay Center (Continued)

(c) (Continued)

Reduced rates apply only to calls originated from such designated telephone numbers.

The reduced rates specified following apply for all Dial Station-to-Station (DDD) Day or Evening calls originated from the designated telephone number.

A DDD call made in the Day period is rated at the DDD Evening rates specified previously.

A DDD call made in the Evening rate period is rated at the DDD Night rates specified previously.

38.3.2 Service Through Miscellaneous Common Carriers

Service is available to and from customers of a Miscellaneous Common Carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and local connecting facilities provided by the Company.

The rates between the applicable wire telephone rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this Product Guide for two-point service. The rate center of the Miscellaneous Common Carrier is the wire telephone rate center of the Company serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul as set forth in the Miscellaneous Common Carrier's tariff on file with the Tennessee Regulatory Authority.

38. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

38.4 Airline Mileage Between Rate Centers

Citizens Telecommunications Company of the Volunteer State L.L.C. concurs with Bell South Telecommunications - Tennessee in its description, regulations and calculations of airline mileage between rate centers as found in Bell South's General Subscriber Services Tariff.

39. WIDE AREA TELEPHONE SERVICE (WATS) - Intrastate

(D)

(D)

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.1 Regulations

39.1.1 General

Wide Area Telecommunications Service (WATS) is the furnishing of facilities by Citizens Telecommunications Company of the Volunteer State L.L.C. for dial type telecommunications between an exchange line or a WATS access line and terminations using the public switched network within the same LATA in the State of Tennessee in accordance with the regulations and schedule of charges specified in this Product Guide. The WATS charges set forth herein are in payment for the service furnished between the calling and called terminations. Citizens Telecommunications Company of the Volunteer State L.L.C. provides IntraLATA WATS service and a Statewide WATS Service in conjunction with an interLATA carrier. For both Outward WATS and 800 Service, intraLATA service may be subscribed to separately or may be subscribed to in combination (Combined WATS) with an interLATA carrier's interLATA WATS or WATS-like service requiring the use of the Company's WATS serving office. Combined WATS (outward or 800 service) and intraLATA only Outward WATS requires the use of a WATS access line from Section 39.5.2 of this Product Guide. IntraLATA Only 800 Service, however, can be terminated, at the direction of the customer, on a WATS access line from Section 39.5.2 of this Product Guide or on an exchange line purchased from the appropriate tariff. See Section 39.5.13 following for applicable charges when terminating on an exchange line.

Dial type telecommunications, as specified in Section 39.1.1 preceding, for Combined WATS (Outward or 800 Service) and intraLATA Only Outward WATS must be dialed and completed from or to a WATS access line. For IntraLATA Only 800 Service, service can be completed to a WATS access line or an exchange line. In all cases, communications must be completed without the assistance of a Company operator, except that a Company operator will:

- (1) Reach the called telephone number where facilities are not available for customer dial completion, or
- (2) Reach the called telephone number when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition,
- (3) Re-establish a call which has been interrupted by cutoff or poor transmission after the called number has been reached.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.1 Regulations (Continued)

39.1.1 General (Continued)

WATS is provided as either Outward WATS or 800 Service. The Combined and IntraLATA Outward WATS customer is furnished a WATS access line which is arranged for outward calling only. The combined 800 Service customer is furnished a WATS access line which is arranged for inward calling only. IntraLATA Only 800 Service, at the direction of the customer, can be terminated on a WATS access line arranged for inward calling only or on an exchange line. For service terminating on an exchange line, only one 800 number can be assigned to terminate on any one exchange line number.

A WATS access line or exchange line for IntraLATA Only 800 Service is the transmission path between a WATS termination and the customer's serving wire center. Additionally, special transport applies between the customer's wire center and the WATS serving office.

The WATS access line or exchange line may terminate in one of the following:

- (1) A connection to a network control signaling unit on the customer's premises.
- (2) A connection to terminal equipment or a terminating system on the customer's premises.
- (3) A connection to switching equipment in the Company central office.
- (4) A connection to an Other Common Carrier (OCC) channel in the Company central office.

The terminating point of a WATS access line (any of the arrangements listed preceding) is a WATS termination. The first such termination associated with a WATS access line is the WATS main termination. Any additional termination associated with the same WATS access line is a WATS extension termination. A WATS extension termination must be located in the same LATA as its associated WATS main termination.

Communications systems provided by Other Common Carriers may be connected with the facilities furnished by the Company for WATS.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.1 Regulations (Continued)

39.1.1 General (Continued)

Customer-provided terminal equipment or protective circuitry may be connected to WATS in accordance with effective provisions of the Federal Communications Commission's Registration program.

Combined WATS is furnished only in offices where the interLATA carrier has purchased appropriate Feature Group C or D access facilities.

IntraLATA Only 800 Service is provided utilizing 800 Number Service:

(1) 800 Number Assignment

800 Number Service provides for the assignment of a single ten digit 800 Number (i.e., 800+xxx+xxxx) to the customer which can be used on a statewide basis for intraLATA calling. 800 Number Service allows for, but does not require the 800 Number customer to use one 800 number statewide for intraLATA calling. 800 Number Service can be selected for an area consisting of less than an entire state by specifying the desired Area of Service. Area of Service is described in (2) following. The assigned 800 number can terminate to a WATS Access provided in Section 39.5.2 following of this Product Guide or to an exchange line. Section 39.5.13, following, provides the applicable charges for intraLATA Only 800 Service terminating to an exchange line.

(2) Area of Service

Area of Service defines the geographic locations (LATAs) within a state from which the IntraLATA Only 800 Service customer desires to accept calls for a given 800 Number. The Area of Service may range from a single LATA to the entire state. A WATS Access Line or exchange line is required within each LATA specified by the Area of Service for termination of 800 Service traffic that originated within that LATA. The desired Area of Service must be specified by the customer at the time IntraLATA Only 800 Service is ordered. Customers desiring an Area of Service encompassing more than one LATA are required to subscribe to the Variable Call Destination feature described in (3) following.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.1 Regulations (Continued)

39.1.1 General (Continued)

(3) Variable Call Destination

The Variable Call Destination feature provides for multiple terminations (one ten-digit telephone number per LATA) of IntraLATA Only 800 Service when the customer specifies an Area of Service greater than one LATA. This allows for the assignment of one 800 Number, for statewide use, with termination to a WATS Access Line or exchange line within the LATA where the 800 call originated. Rates for Variable Call Destination record establishment and record changes are provided in Section 39.5.13, following.

39.2 Use Of The Service

39.2.1 General

The service is furnished subject to the condition that all applicable regulations in Section 2 of this Product Guide will be adhered to.

The service is provided for use by the customer and may be used by others when so authorized by the customer, provided that all such usage is subject to the provisions of this Product Guide.

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (1) The placing or acceptance of a WATS call in response to an uncompleted long distance call placed to send information and to avoid the Message Telecommunications Service (MTS) charge.
- (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS through any fraudulent means with intent of avoiding the payment of the regular charges for such service.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.3 Limitation of Service

39.3.1 Limitations

WATS does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in Section 39.1.1 preceding.

WATS is not represented as adapted for connection to other services of the Company, or to customer-provided systems. This service contemplates the provision of satisfactory transmission only between the WATS access line or exchange line for IntraLATA Only 800 Service and the called or calling termination.

WATS access lines and extensions will be terminated only at premises located within the same LATA in the state of Tennessee.

800 Service is furnished upon condition that the customer contracts for an adequate number of access lines or exchange lines for IntraLATA Only 800 Service to permit the use of this service without injurious effects upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any applicant, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Company.

39.4 Continuity of Service

In case of connection of a WATS access line for a customer at a location where any WATS class of service has been disconnected by the customer less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

39.5 Rates and Charges

39.5.1 General

WATS monthly usage charges are for intraLATA telecommunications between a WATS termination and another termination in a specified service area within the state of Tennessee. Monthly usage charges for Outward WATS are based on the average intraLATA hours of use per access line in a WATS service group. Each Outward WATS customer's usage charges will be based on separate schedules for both intra and interLATA service. Monthly usage charges for 800 Service (Inward WATS) are based on the average hours of use per WATS access line in a WATS service group or the total hours of use per exchange line utilized for IntraLATA Only 800 Service.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.1 General (Continued)

WATS access lines and exchange lines will not be mixed at any one customer location for termination of IntraLATA Only 800 traffic associated with a given 800 number. Each 800 Service (Inward WATS) customer's usage charges will be based on separate schedules for both intra and interLATA service. The intraLATA portion of the customer's 800 Service (Inward WATS) bill will be calculated based upon the intraLATA portion of the total minutes of use on the customer's lines.

WATS Service Group and Areas

WATS Service Group

A WATS service group is composed of either Combined Outward WATS, Outward WATS (intraLATA service only) or Combined 800 Service (inward WATS) access lines or IntraLATA Only 800 Service access lines (but not all).

A Combined 800 Service (Inward WATS) group is composed of all 800 Service (Inward WATS) access lines provided to a single customer for the same service area, and arranged in Company central office equipment as part of a given hunting arrangement.

For Combined Outward WATS, each individual line is a service group. Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one service group. For each such service group having more than one line, the total usage charge, as determined in Section 39.5.3 following, will be multiplied by a factor of .94.

An IntraLATA Only 800 Service service group is composed of all 800 Service access lines of a single customer arranged in Company central office equipment as part of a hunting arrangement.

For Outward WATS-IntraLATA, each individual line is a service group. Due to technical limitations, all Outward WATS-IntraLATA lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one service group. For each such service group having more than one line, the total usage charge, as determined in Section 39.5.3 following, will be multiplied by a factor of .94.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.1 General (Continued)

WATS Service Group and Areas (Continued)

WATS Service Area

The service area of Area WATS includes all terminations within an area code. The service area for Tennessee State WATS includes all terminations in Tennessee. The service area for Outward WATS (intraLATA service only) includes all terminations within the same LATA.

Customers located in a given service area have a choice of Area WATS, Tennessee State WATS, or an intraLATA Outward WATS service.

Chargeable Time

Chargeable time begins when the connection is made between the WATS termination and the calling or called termination.

Chargeable time ends when the calling termination hangs up. However, if the calling termination does not hang up after the called termination hangs up, then chargeable time ends when timing equipment in the network terminates the connection.

Total monthly usage is subject to a Minimum Average Time Requirement (MATR) of one minute per completed call. This means that if the average duration per message for all messages in a service group, or messages associated with an IntraLATA Only 800 Service terminating on an exchange line during a billing period is less than one minute, charges will be based on an average duration of one minute per message.

39.5.2 Monthly Rates and Charges

Hourly Rates

The hourly rates apply to the average use (rounded to the nearest tenth of an hour) of each access line in a service group or total IntraLATA Only 800 Service usage terminating on an exchange line(s). These rates are applied according to the method specified in Section 39.5.3 following.

The hourly rates as specified in Section A19.5.4 of the Bell South Telecommunications-Tennessee General Subscriber Services Tariff shall apply for Combined Outward WATS and Outward WATS-IntraLATA Service; and Combined 800 Service and 800 Service-IntraLATA Only Service.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.2 Monthly Rates and Charges (Continued)

Monthly Line Rates

The Special Transport Line rate and/or the Special Access Line rate as specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF will apply in addition to the monthly usage charges as specified in Section 39.5.2 preceding.

39.5.3 Method of Determining Usage Charges

The monthly usage charge for a service group is determined as follows:

Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Common Control Switching Arrangement, will be treated as one (1) service group. For each such service group having more than one (1) line, the total usage charge, as determined in this section will be multiplied by a factor of point ninety-four (.94).

Number of Access Lines

Determine the total number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty (30) days.

Total Hours of Use

Determine the total chargeable hours of use for the service group. This is the greater of the following (rounded to the nearest tenth of an hour):

The total actual hours for all lines in the service group (chargeable time for each call is specified in Section 39.5.1 preceding), or

The total "equivalent" hours for the service group, which is what the use would have been if the average duration of all completed calls for the group had been one minute (i.e., the total number of completed calls for all lines in the group multiplied by one minute).

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)39.5.3 Method of Determining Usage Charges (Continued)

Average Use Per Access Line

Determine the average use per access line for the service group by dividing the total chargeable hours of use (as specified in 39.5.3 preceding) by the total number of access lines (as specified in 39.5.3 preceding). The average use is rounded to the nearest hundredth of an hour.

Usage Charge Per Line

Use the table of hourly rates (in 39.5.2 preceding) and the average use per line (from 39.5.3 preceding) to determine the usage charge per line. Multiply the hourly rate(s) from the rate table's usage band(s) by the number of hours used in each band and total these charges to obtain the usage charge per line.

Total Usage Charge - Service Group

Determine the total usage charge for the service group by multiplying the usage charge per access line (from 39.5.3 preceding) by the number of access lines (from 39.5.3 preceding). This total usage charge will be adjusted for certain outward WATS service group, as specified in the paragraph preceding 39.5.3.

Total Usage Charge for IntraLATA Only 800 Service Terminating On An Exchange Line

Monthly usage charges are calculated separately for each LATA in which the service terminates on an exchange line. The usage charge is determined as follows:

For each exchange line (telephone number) termination of a given 800 number (maximum of one per LATA) the total chargeable hours of use for that termination is the greater of the following:

- (a) The total actual IntraLATA Only 800 Service hours associated with a given 800 number and exchange line (chargeable time for each call is specified in 39.5.1), or
- (b) The total "equivalent" hours associated with a given 800 number for the exchange line termination, which is what the use would have

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.3 Method of Determining Usage Charges (Continued)

Total Usage Charge for IntraLATA Only 800 Service Terminating On An Exchange Line (Continued)

(b) (Continued)

been if the average duration of all completed calls had been one minute (i.e., the total number of completed calls multiplied by one minute).

Using the total chargeable hours determined in 39.5.3 preceding and the table of hourly rates from 39.5.2 preceding, multiply the hourly rate(s) from the rate tables usage band(s) by the number of hours used in each band. The total charge is the sum of all the usage bands.

39.5.4 Charges for Fractional Periods

The charges for a fractional part of a month are a proportionate part of the monthly charge based on the actual number of days the service is provided. For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

39.5.5 Non-recurring Access Line Charges

Non-recurring charges specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF apply for WATS.

39.5.6 Access Line Terminations

The WATS access line may terminate in any of the arrangements listed in Section 39.1.1 preceding.

39.5.7 WATS Extensions

The Special Access Line rate as specified in Section 20.1.5 of the FACILITIES FOR INTRASTATE ACCESS TARIFF will apply for WATS extensions.

39.5.8 Minimum Service Period

The minimum service period for WATS is one day.

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.9 Allowance for Interruptions

When the WATS access line is interrupted for a period of less than two (2) hours, no credit applies.

When the WATS access line is interrupted for a period of two (2) hours to twenty-four (24) hours, a credit applies.

WATS Access Line Interruptions

	<u>Credit Amount</u>
Credit Allowance, Per Access Line	\$15.00

When the WATS access line is interrupted for a period of more than twenty-four (24) hours, the preceding credit applies for each twenty-four (24) hour period or any fraction thereof.

The credit in Section 39.5.9 preceding includes all credit to be applied for an interruption.

None of the preceding credit allowances will be made for:

- (a) Non-completion of WATS messages due to busy network conditions,
- (b) Interruption of service due to customer-provided equipment or systems,
- (c) Interruption of service due to the negligence of the customer,
- (d) Interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated, and
- (e) Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement.

Long Distance Message Telecommunications Service furnished at a customer's request when WATS is interrupted is charged for at the Long Distance Message Telecommunications Service rates specified in Section 38 of this Product Guide.

13

39. WIDE AREA TELECOMMUNICATIONS SERVICE (Continued)

39.5 Rates and Charges (Continued)

39.5.10 Directory Listing

Directory Listing may be provided for 800 Service at rates applicable for additional business listings as covered in Section 32 of this Product Guide.

39.5.11 Connecting Arrangements

Connecting arrangements may be used with customer-provided voice transmitting and/or receiving equipment which is used in conjunction with a network control signaling unit.

39.5.12 Data Access Arrangements

Data access arrangements, for connection of customer-provided data transmitting and receiving equipment is permitted.

39.5.13 Citizens Business Line 800 IntraLATA Only Service Charges

Citizens Business Line 800 Number Service Terminating On An Exchange Line.

The following rates apply when IntraLATA Only 800 Service terminates on an exchange line.

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
Per 800 Number Service Terminating on an Exchange Line, per LATA	\$25.00	\$3.00

Variable Call Destination Rates

The following rates apply when an Area of Service greater than one LATA is selected. It provides for multiple terminations (one ten-digit telephone number per LATA) of IntraLATA Only 800 Service.

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
Per 800 Record Established	\$10.00	\$2.00
Per 800 Number Record Change	\$15.00	---

40. Extended Number Referral Service* (C)

40.1 General

Extended Number Referral Service is an optional service that provides an intercept arrangement for the continued referral of a disconnected number beyond the minimum period. The minimum time period of the company provided intercept announcement is thirty (30) days for customers. Extended Number Referral Service provides the caller of a disconnected number a recorded announcement or a live announcement on where the disconnected customer can be reached. This service is available for a time period specified by customers when the customer's number(s) are permanently disconnected or there is a change in the line number(s). (C)(D)

Basic Number Referral Service is a recorded intercept announcement stating that the called number has been disconnected. No further information is provided about the called number. Basic number referral service will be provided by the Company when the customer does not subscribe to the Company's Extended Number Referral Service.

There is no charge for Basic Number Referral Service.

40.2 Regulations

- A. Extended Number Referral Service is provided to residential and business customers where facilities permit.
- B. Customers may designate only one telephone number for use as the referral number.
- C. This service is not available to 556, 700, 900 and 976 numbers.
- D. If a customer does not subscribe to Extended Number Referral Service at the time the number is disconnected, the Company assumes no liability. If a customer wishes to extend the time period of the original request the Company reserves the right to refuse such request due to billing limitations.
- E. For Centrex, Digital Channel Service, and DID customers, the number of messages available per system may be determined as facilities permit.
- F. The disconnected number will be kept idle for the customer's selected period of referral unless the Company determines it necessary to reassign.

* Extended Number Referral Service is grandfathered and limited to existing customers. (N)

40. Extended Number Referral Service (Continued)*

(C)

40.3 Rates

A. Application of Rates

1. Customer requests for termination of Extended Number Referral Service prior to the agreed upon termination date will be honored, and credit/reimbursement arrangements are available for the unused portion of service. Customers are responsible for an initial one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided.
2. The monthly recurring charge for Extended Number Referral Service is applied to each line number for the length of the service requested and paid in advance. For example, if a customer requests three (3) months service, the monthly recurring charge would be multiplied by three (3) and paid in advance.
3. The subsequent service order charge will not be applied to subscribers of this service.

B. The following rates apply for Extended Number Referral Service.

	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Residence	\$ 5.00	REFER
Business	\$ 7.00	REFEB

* Extended Number Referral Service is grandfathered and limited to existing customers.

(N)

41. General Regulations (Continued)

41.1 Schools And Libraries Discount Program

41.1.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Product Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the Tennessee Regulatory Authority in its Opinion and Docket No. 97-00888 Order Establishing Intrastate Discounts For Schools and Libraries, issued September 18, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R-) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the Federal Universal Service Fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

41. General Regulations (Continued)

41.1 Schools And Libraries Discount Program (Continued)

41.1.2. Regulations

a. Obligation of eligible schools and libraries

(1) Requests for service

- (a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (c) Services requested will be used for educational purposes.
- (d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

b. Obligations of the Company

- (1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Product Guide. Those services contained in this Product Guide which are excluded from the discount program, in accordance with the Rules, are included as an attachment to this Product Guide.
- (2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- (3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Product Guide.

41. General Regulations (Continued)

41.1 Schools And Libraries Discount Program (Continued)

41.1.3. Discounted Rates For Schools And Libraries

- a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- d. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this Product Guide.

41. General Regulations (Continued)

41.1 Schools And Libraries Discount Program (Continued)

41.1.4. Attachment

a. SERVICES INELIGIBLE FOR SCHOOLS AND LIBRARIES DISCOUNT

- (1) Informational Services such as Voice Mail
- (2) Equipment (personal computers, personal software, fax machines, modems, training, electrical upgrades, asbestos removal)
- (3) And/or such other items specified in the FCC order (FCC 97-157)

b. SCHOOLS AND LIBRARIES DISCOUNT MATRIX

<u>HOW DISADVANTAGED</u>	<u>% DISCOUNT LEVEL</u>	
% of students eligible for national school lunch program	<u>Urban discount</u>	<u>Rural discount</u>
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

**Citizens Telecommunications Company
2
of the Volunteer State L.L.C.
42**

T.R.A. No.

Section

Original

Page 1

42. RESERVED FOR FUTURE USE

**Citizens Telecommunications Company
2
of the Volunteer State L.L.C.
43**

T.R.A. No.

Section

Original

Page 1

43. RESERVED FOR FUTURE USE

44. CALL BLOCKING SERVICES - CUSTOMIZED CODE RESTRICTIONS (CCR)

44.1 General

- a. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls except 976 calls which are restricted in Options #1 and #2. Also permitted in each option are non-chargeable calls to Company numbers such as repair service, emergency number (911) and 800 calling.
- b. Customized Code Restrictions will be available to exchange customers with Individual Line Residence Service, Business Service, PBX trunk service (C) 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 or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitations the inability of the station user to access the operator for any purpose and of the other restricted codes specified in the dialing plan options listed hereunder.
- e. Subscribers dialing restricted codes in the CCR Dialing Plan will be sent to an appropriate recorded announcement.
- f. It shall be the responsibility of the subscriber to notify all authorized users of this service that it is impossible to reach the operator using the restricted telephone.

(C) - Denotes that Semi-Public service has been de-regulated.

44. CALL BLOCKING SERVICES - CUSTOMIZED CODE RESTRICTIONS (CCR)_(Continued)

44.2 Customized Code Restrictions Options

a. Option #1

Restricted Codes:

976, 1 + 976, 1+ 900

Upon request and where facilities permit the Company will provide for the free blocking of 900 and 976 numbers and eliminate any service charges associated with the provision of this blocking service for residential and business subscribers. No recurring charges apply to this service.

The Company will notify the customer of the availability of the free blocking service whenever a customer institutes new residential service, business service or moves to a new location. Also Company notification will be made to existing customers of the availability of free blocking service at the time Company facilities are equipped to provide this service.

Note 1: The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company. 1 + 976 restrictions are applicable only to calls within the subscriber area code.

b. Option #2

Restricted Codes:

Operator 0-

Operator 0+

DDD 1 +

1 + 900

1 + 555-1212 and 1 NPA-555-1212

1 + 411

411

976

1 + 976

1DDD 01

1DDD 011 +

Note 2: This option includes blocking of all 10XXX dialed calls.

44. CALL BLOCKING SERVICES - CUSTOMIZED CODE RESTRICTIONS (CCR) (Continued)

44.2 Customized Code Restrictions Options (Continued)

c. Option #3

Restricted Codes:

011+

01+

This option provides blocking of international calls, both direct dialed and operator assisted .

(N)

(N)

44.3 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 service or equipment with which they are associated.

1. Option #1

Billing		Nonrecurring	Billing	Monthly
<u>Code</u>		<u>Charge</u>	<u>Code</u>	<u>Rate</u>
	(a) Residence Line, each	-	-	-
BLK9				
	(b) Business Line, each	-	-	-
BLK9				
	(c) Key System Trunk, each	-	-	-
				BLK9
	(d) PBX Trunk, each	-	-	-
BLK9				

2.. Option #2

Billing		Nonrecurring	Billing	Monthly
<u>Code</u>		<u>Charge</u>	<u>Code</u>	<u>Rate</u>
	(a) Residence Line, each	\$10.00	CRCG	\$2.40
CCRR				
	(b) Business Line, each	\$10.00	CRCG	3.65
CCRB				
	(c) Key System Trunk, each	\$10.00	CRCG	4.50
CCRK				
	(d) PBX Trunk, each	\$10.00	CRCG	5.35
CCRP				

3. Option #3

(N)

Billing		Nonrecurring	Billing	Monthly	
		<u>Charge</u>	<u>Code</u>	<u>Rate</u>	
<u>Code</u>					
BL011	(a) Residence Line, each	-	-	No Charge	
BL011	(b) Business Line, each	- -		No Charge	
BL011	(c) Key System Trunk, each	-	-	No Charge	
BL011	(d) PBX Trunk, each	-	-	No Charge	(N)

44. CALL BLOCKING SERVICES - CUSTOMIZED CODE RESTRICTIONS (CCR) (Continued)

44.4 Options

a. PIC Freeze – TRA Rule 1220-4-2.56 (13)(a)(1-3)

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intraLATA and/or interLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods:

1. In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-58 (2)(a). The Tennessee Verification of Orders for Changes of Long Distance Carrier; or
2. Verbally, with subscriber and the Company; or
3. Verbally with three-way conference call between the Company, the subscriber, and the preferred carrier.

b. Rates

Non-recurring
Charge

PIC Freeze

Change Charge

No Charge

c. Account Lock (Third Party Blocking)

(N)

This service will give the subscriber the ability to better prevent unauthorized charges appearing on his or her telephone bill¹ by not allowing a third party service provider i.e. ISP, voice mail service, etc., the ability to place monthly recurring charges on the customer's bill without proper verification. The method of verifying charges for customers with the account lock (third party block) is described below:

1. The third party service provider i.e. ISP, alarm company, etc. shall not submit charges to the Company without first obtaining a letter of authorization ("LOA") from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service.

Account Lock will not be removed without first calling the subscriber and obtaining verbal approval.

Excluded from Account Lock are casual billing of toll calls such as collect, third party and calls to carrier's toll access number, and directory advertising.

(N)

S44.5 Billed Number Screening (BNS)

S44.5.1 General

- (A) Billed Number Screening (BNS) is a service offering providing for the automatic blocking of incoming third number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.
- (B) BNS is available for residential and business customers on one or more lines, whether or not the lines are billed together or separately.
- (C) Bulk Billed Number Screening (BBNS) is a volume discount offered to business customers only who request BNS on 50 lines or more.

S44.5.2 Rates and Charges

- (A) The following monthly rates are applicable for Billed Number Screening (BNS) on 1-49 lines:

	<u>Monthly Rate</u>
(1) Option A - No Collect or Third-Number Billing	
(a)Per billing line screened (BNSA)	\$2.00
(2) Option B - No Third-Number Billing	
(a)Per billing line screened (BNSB)	2.00
(3) Option C - No Collect Billing	
(a)Per billing line screened (BNSC)	2.00

- (B) The following monthly rates are applicable for Bulk Billed Number Screening (BBNS) on 50 lines and above:

	<u>Monthly Rate</u>
(1) Option A - No Collect or Third-Number Billing	
(a)Per billing line screened (BNSBLKA)	\$1.00
(2) Option B - No Third-Number Billing	
(a)Per billing line screened (BNSBLKB)	1.00
(3) Option C - No Collect Billing	
(a)Per billing line screened (BNSBLKC)	1.00

45. CLASS Service

45.1.Applications

Custom Local Area Signalling Service (CLASS) is a group of central office call management features offered in addition to basic telephone service. CLASS Service consists of the following features:

45.2.Definitions of Feature Offerings

A. Call Return (*69)

(T)

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation.

If the called line is not busy, the call is 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 the 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.

Call Return is not available on Operator handled calls.

(I)

Call Return is provided on a monthly subscription basis or on a pay per use basis where available. The maximum monthly pay per use charge is \$15.00 for residential customers and \$15.00 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(I)

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

A. Call Return (*69) – Continued

(T)

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for voice-back.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted and voiced-back will always be the main number of the hunt group, unless, facilities permitting, the telephone numbers are TN identified within the group.

(T)

B. Busy Number Redial

(T)

Busy Number Redial, when activated, 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 the 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.

(T)

Busy Number Redial is provided on a monthly subscription basis or on a pay per use basis where available. The maximum monthly pay per use charge is \$15.00 for residential customers and \$15.00 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(I)
(I)

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

C. Priority Call

(T)

Priority Call provides a distinctive ringing pattern to the subscribing customer for calls received from specific telephone numbers.

(T)

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting in Section 30 of this Product Guide and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

(T)

When a telephone number on the Priority Call screening list also appears on the Preferred Call Forwarding list, the Selective Call Forwarding will take precedence. Likewise, when the same number is shown on the Selective Call Rejection list, the call will be blocked.

(T)

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents all the lines in a collection of lines, such as multi-line hunt groups.

(T)

D. Selective Call Forwarding

(T)

Selective Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

D. Selective Call Forwarding (Continued)

(T)

If the customer also subscribes to Selective Call Rejection and the same telephone number is entered on both screening lists, the Selective Call Rejection features must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number, or a Telephone Number identified number that represents all the lines in a collection of lines such as multi-line hunt groups.

E. Selective Call Rejection

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Selective Call Rejection will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

F. Selective Call Acceptance

(T)

This feature provides the customer the ability to screen incoming calls against a list of up to six subscriber-specified directory numbers and then accepts any calls only from those specified directory numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

F. Selective Call Acceptance (Continued)

by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

This features will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

G. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. The customer is not provided the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Only calls from within the same CLASS Service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

Call Tracing is provided on a pay per use basis where available. The maximum monthly charge is \$32.50 per line.

(C)

(C)

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

H. Caller ID - Number

(T)

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

When Caller ID - Number is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

(T)

Any customer subscribing to Caller ID - Number 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.

(T)

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

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.

Caller ID - Number is not available on operator handled calls.

(T)

I. Caller ID Blocking - Per Call

Caller ID Blocking - Per Call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

Caller ID Blocking does not prevent the delivery of billing number information through the use of Automatic Number Identification (ANI) such as Enhanced 911 (E911) information transmitted to emergency system operators.

Caller ID Blocking is available for Feature Group D Switched Access Service only and is provided subject to the availability of facilities where technically feasible.

45. CLASS Service (Continued)

45.2. Definitions of Feature Offerings - Continued

J. Caller ID Blocking - Per Line

Caller ID Blocking - Per Line blocks the display of the customer's directory number on all calls made from a particular line on the terminating subscriber's display equipment. Also prevents the customer's calls from being identified or returned via use of Automatic Call Return. The blocking feature does not prevent the delivery of billing number information through the use of Automatic Line Identification (ALI) technology such as Feature Group D Switched Access Service. It also has no effect on information transmitted to Enhanced 911 (E911) emergency system operators.

This feature is available upon request, where facilities and conditions permit, to the following customer groups:

1. Agencies - established shelters of private, non-profit and publicly funded domestic violence intervention agencies and federal, state and local law enforcement agencies and their agents.
2. Subscribers of Non-Published Listing Service as described in Section 3 of this Product Guide.

K. Caller ID

(T)

Caller ID is an arrangement which permits a customer who subscribes to Caller ID service to receive the calling parties phone number and name, pursuant to Caller ID limitations, on their customer provided display device. When calls are marked "private" by the calling party, number and name cannot be received.

(T)

L. Call Waiting ID

(T)

CWID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscribers' line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery. CWID is included in Call Waiting/Cancel Call Waiting service.

(C)

M. Anonymous Call Rejection

Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. A typical announcement states, "You have attempted to reach a party who is not accepting calls marked private."

45. CLASS Service (Continued)

45.3. Regulations and Limitations of Service

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 CLASS Service equipped offices, similarly equipped offices or interconnecting Local Exchange Companies. Also, feature screening lists can only contain telephone numbers of subscribers served out of CLASS Service capable offices.
2. CLASS Service is available to all one party customers who have rotary or Push Button service. The Caller ID feature is available to one party residence and business customers. Caller ID is not available for lines equipped with Rotary (Grouping) arrangements.
3. CLASS Service cannot be provisioned on an originating basis with Company provided Public Telephone Service, party-line service, Toll Terminals, trunks, or some Remote Switching Locations.
4. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Product Guide.
5. The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published or Non-Listed Service as described in Section 32 of this Product Guide.
6. The Multi-Feature Discount Plan is a packaging option which offers residence and business customers reduced monthly rates on selected optional network vertical services when a minimum purchase requirement of two features is met.

45. CLASS Service (Continued)

45.4. Rates

A. Single or First Service Features, per line (1)(3)

1. Residence

	PER USE	MONTHLY
	<u>RATE</u>	<u>RATE</u>
(a) Call Return	\$2.00	\$6.00
(b) Busy Number Redial	2.00	6.00
(c) Priority Call	-	5.00
(d) Selective Call Forwarding	-	7.50
(e) Selective Call Rejection	-	6.00
(f) Selective Call Acceptance	-	6.00
(g) Call Tracing	2.75	4.00*
(h) Caller ID-Number	-	18.50 (l)
(i) Caller ID Blocking - Per Call	-	.00
(J) Caller ID Blocking - Per Line	-	.00
(k) Caller ID	-	13.75
(l) Remote Activated Call Forward	-	7.00
(m) Anonymous Call Rejection	-	6.00

B. Multi-Feature Discount Range * - Monthly, per line (1)(3)(4)

1. Residence

(Number of Features)

	DISCOUNT
	<u>RATE</u>
(a) 2	\$ 0.50
(b) 3	1.50
(c) 4	3.00
(d) 5	4.50
(e) 6	6.00
(f) 7	7.50
(g) 8	9.50

- (1) The monthly rates apply to CLASS Services and are in addition to the rates and charges applicable to the associated service.
- (2) Due to technological limitations, Selective Call Rejection and Selective Call Acceptance cannot be combined.
- (3) Non-recurring service charges apply per Section 27 of this Product Guide.
- (4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

* Limited to existing customers at their existing locations effective July 20, 2014.

45. CLASS Service (Continued)

45.4 Rates

C. Single or First Service Features, per line (1)(3)

1. Business

	PER USE RATE	MONTHLY RATE
(a) Call Return	\$ 2.00	\$6.50
(b) Busy Number Redial	2.00	6.50
(c) Priority Call	-	5.50
(d) Selective Call Forwarding	-	5.50
(e) Selective Call Rejection	-	6.00
(f) Selective Call Acceptance	-	6.50
(g) Call Tracing	2.75	5.00*
(h) Caller ID-Number	-	24.75 (l)
(i) Caller ID Blocking - Per Call	-	.00
(J) Caller ID Blocking - Per Line	-	.00
(k) Caller ID	-	12.50
(l) Remote Activated Call Forward	-	3.85
(m) Anonymous Call Rejection	-	4.00 (l)

D. Multi-Feature Discount Range * - Monthly, per line (1)(3)(4)

1. Business

(Number of Features)

	DISCOUNT RATE
(a) 2	\$ 0.75
(b) 3	2.25
(c) 4	4.50
(d) 5	6.75
(e) 6	9.00
(f) 7	11.25
(g) 8	13.50

- (1) The monthly rates apply to CLASS Services and are in addition to the rates and charges applicable to the associated service.
- (2) Due to technological limitations, Selective Call Rejection and Selective Call Accept cannot be combined.
- (3) Non-recurring service charges apply per Section 27 of this Product Guide.
- (4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

* Limited to existing customers at their existing locations effective July 20, 2014.

46. MULTI MEDIA SERVICES

46.1 Distance Learning Video Transport Service

Citizens Telecommunications Company of the Volunteer State L.L.C., concurs in the regulations, rules, and rates governing the provision of Distance Learning Video Transport Service (Section B.7.6) from the Private Line Services Tariff as filed by South Central Bell Telephone Company - Tennessee, together with any amendments or successive issues thereof.

47. LIFELINE ASSISTANCE PROGRAM

47.1 General

- A. This Lifeline Program is a jointly sponsored telephone assistance program designed to make teleph
- B. Eligible customers will receive a Federal Lifeline Support Credit ⁽¹⁾. The Total Lifeline credit is as follows:

Federal Lifeline Support Credit	\$9.25
---------------------------------	--------
- C. The Lifeline Program discount on basic local exchange access service shall apply on iden
- D. Nothing in this section shall prohibit a customer otherwise eligible to receive the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
- E. The Lifeline Program rate reduction does not apply to service connection charges.
- F. Lifeline Program rate reductions do not apply to long distance service, 976 and other information provided services, or any other services (i.e., Custom Calling Features, Push Button Dialing, construction, etc.) which may or may not be set forth in this guide. Customers may obtain such services, where available, at their discretion, although the Lifeline Program reduction does not apply.
- G. Lifeline Program service will not be available on a retroactive basis, or prior to establishing eligibility described in 47.2, Eligibility Requirements.
- H. Toll blocking functionality is offered at no service connection or monthly charge to those Lifeline customers who request this service. Reference Section 44.2, Call Blocking Services-Customized Code Restrictions, b. Option #2. No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.

Note (1): The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

47. LIFELINE ASSISTANCE PROGRAM (Continued)

47.2 Eligibility Requirements

- A. The discounted service will be provided for one (1) telephone line per household, at the subscriber's principle place of residence.

1. Lifeline Residence Service is available only to individuals who participate in or qualify for one of the following specified programs as certified by the Tennessee Department of Human Services:

- Federal Public Housing Assistance (Section 8);
- Supplemental Nutrition Assistance Program;
- Medicaid;
- Supplemental Security Income (SSI);
- Low-Income Home Energy Assistance Program;
- National School Lunch Program's free lunch program;
- Temporary Assistance for Needy Families; or
- have total gross income which does not exceed 135% of the federal poverty income guidelines.

47.3 Restrictions

- A. Service will only be provided to the applicant's principal residence or dwelling.
- B. The applicant must have only one local exchange access line to their residential premises or dwelling place.
- C. No Lifeline customer can be disconnected from Local Service for non payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

47.4 Recertification

- A. Customers must recertify on an annual basis that they continue to qualify for the discounted service.

47.5 Service Connection Charges

- A. Service connection charges do not apply to eligible customers with existing residential service converting to the Lifeline Program.

48 Non-Emergency 511 Service

48.1 General

- A. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.
- B. The three digit 511 abbreviated dialing code is assigned to the Approved Travel information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.
- C. 511 is available from United Telephone – Southeast, Inc. (the Company) within the Company's service area only. To provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.
- D. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- E. The 511 Service is not available for the following classes of service: 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.
- F. 511 Service is offered subject to the availability of facilities

48.2 Obligations Of The Approved Travel Information Services Provider

- A. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.
- B. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following.
 - 1. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge as found in Section U21.6.6.F following.

48 Non-Emergency 511 Service (Cont'd)

48.2 Obligations Of The Approved Travel Information Services Provider (Cont'd)

- B. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following. (Cont'd)
 - 2. A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 511 Service.
 - 4. An acknowledgment of the possibility that the FCC's assignment of the 511 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
 - 1. The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - 2. When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.
 - 3. When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange's local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges.
- D. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.
- E. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.

48 Non-Emergency 511 Service

48.2 Obligations Of The Approved Travel Information Services Provider

- F. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.
- G. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.
- H. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event of a national assignment contrary to that made by the Tennessee Regulatory Authority.
- I. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.
- K. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
- L. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

48 Non-Emergency 511 Service

48.3 Obligations Of The Company

- A. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service.
- B. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.
- C. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.
- D. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.
- E. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

48.4 Liability

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

48 Non-Emergency 511 Service

48.4 Liability (Cont'd)

- B. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
- C. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Product Guide.
- D. The Tennessee Regulatory Authority's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.
- E. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

48.5 Other Terms And Conditions

- A. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in Section U13 of this Product Guide. The Caller ID service will only provide calling name and/or number information as described in Section U13 of this Product Guide.
- B. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
- C. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.

48 Non-Emergency 511 Service

48.5 Other Terms And Conditions (Cont'd)

- D. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

48.6 Rates And Charges

- A. Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:
1. When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
 2. If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.
- B. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:
1. When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 2. When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 3. When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
- C. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

48 Non-Emergency 511 Service

48.6 Rates And Charges (Cont'd)

D. When translating the seven or ten digit number to the 511 abbreviated dialing code, applicable Service Charges as specified in Section 4 of this Product Guide will apply as follows, in addition to the rates listed in F. below.

1. A business rate Service Ordering Charge per order, as found in Section U4 of this Product Guide.

E. The minimum service period for 511 Service is one month.

F. Rates

	<u>Nonrecurring Charge</u>
Central Office Charge (per host Central Office)	\$ 175.00
Exclusion Charge (per host Central Office)	\$ 325.00
Number Change Charge (per telephone number)	\$ 35.00

49. SMDI INTERFACE (SIMPLIFIED MESSAGE DESK INTERFACE)

49.1 General

SMDI Interface is a feature that provides connections to a customer-provided voice messaging system via a data link and a DS1 link.

The data link passes call related information from the equipped central office to the customer's voice messaging system. This information includes the originating telephone number (intra-office only), called telephone number, i.e., the voice messaging client number, and the reason for forwarding the call (busy or no answer).

The DS1 link provides voice paths between the serving central office and the customers voice messaging system for the delivery of messages.

SMDI Interface also provides the capability to activate and deactivate Message Waiting Indication-Audible on a voice messaging client's line via the data link.

The SMDI Interface arrangement includes a SMDI data port and modem at the equipped central office. Appropriate private line data channel charges also apply, from the equipped central office to the voice messaging system.

The initial SMDI Interface also includes 24 voice port terminations equipped with Uniform Call Distribution. Additional voice ports may be ordered in quantities of 24. Appropriate Private Line charges for DS1 service for each 24 terminations apply, from the equipped central office to the voice messaging system.

49. SMDI INTERFACE (SIMPLIFIED MESSAGE DESK INTERFACE) - Continued

49.2 Regulations

SMDI Interface is furnished only from central offices that have been arranged to provide this feature.

49.3 Rates and Charges

Applicable services order charges are in addition to SMDI Arrangement rates and charges.

DESCRIPTION	MONTHLY RATE	NON-RECURRING
SMDI Arrangement Initial 24 ports	\$350.00	\$500.00
Additional 24 ports	\$200.00	\$500.00

50. Non-Emergency 311 Service

50.1 General

- A. 311 for Non-Emergency Municipal Use (311) is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code of access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding cc Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from CTC-Tennessee territory only. To provide access to 311 to end users in another incumbent Local Exchange Carrier's (ILEC) territory or to a Competitive Local Exchange Carriers (CLEC) end users per central office switch, the 311 subscriber must make appropriate arrangements with the ILEC or CLEC serving the territory. The 311 subscriber should work separately with CLECs to ascertain that its end user customers will be able to reach non-emergency police and other government agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 'point to' number in the merged central office.
- D. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access line (by individual business lines, PBX trunks, etc) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- E. Access to 311 is not available to the following classes of service
 - 1. Payphone Service Provider telephones (PSPs)
 - 2. Hotel/Motel/Hospital service
 - 3. 1+
 - 4. 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 5. Inmate Service
 - 6. 101XXXX
 - 7. Cellular-Type 2a

50. Non-Emergency 311 Service (Continued)

50.1 General (Continued)

In addition, operator assisted calls to the 311 subscriber will not be completed.

- F. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- G. An affiliate of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 numbers within 6 months of the merger or acquisition.
- H. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service.
- I. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

50.2 Requirements

- A. All requests for 311 must be submitted in writing to the Tennessee Regulatory Authority (TRA). The TRA will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment by the TRA, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment.
 - 1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service

50. Non-Emergency 311 Service (Continued)

50.2 Requirements (Continued)

3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other right from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account therefore, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. The 311 subscribers shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
6. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
 - I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
 1. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.

50. Non-Emergency 311 Service (Continued)

50.2 Requirements (Continued)

2. The provision of access of the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 3. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 4. The 311 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

50.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In instances where a CLEC provides the 311 to its ends user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
1. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

50. Non-Emergency 311 Service (Continued)

50.4 Rates and Charges

A. Application of Rates

1. Service Establishment charge shall apply per central office.
2. 311 subscribers will pay the normal charges for the local exchange access arrangements used for transporting and terminating messages at the 311 subscriber's designated premises.
3. Applicable Service Order Charges will apply in addition to the following rates.
4. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch.
5. Charges applicable to the 311 For NON-Emergency Municipal Use Subscriber

<u>Service Establishment Charge</u> Per Central Office	<u>Non-Recurring</u> \$625.00
<u>Central Office Activation</u> Per Central Office	\$107.00
<u>Change of Point-to Number By Subscriber</u> Per Central Office	\$4.00

50 Local Operator Services

50.1 Directory Assistance Service

50.1.1 General

Directory Assistance is a service provided by a Directory Assistance operator whereby a customer may obtain assistance in obtaining a local or intraLATA telephone number.

50.1.2 Regulations

- (1) There will be a charge for Directory Assistance as specified in 50.1.3. All requests for Directory Assistance will be charged with the exception of those circumstances listed in 50.1.2 (3).
- (2) No call allowances apply.
- (3) No charge applies for:
 - (a) Calls for local and intraLATA directory assistance originating from all coin telephones with the exception of customer-owned, coin-operated telephones.
 - (b) Calls for Directory Assistance placed from telephones served by central office equipment of other telephone companies.
 - (c) Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Telephone Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of Tennessee or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for the use of the facilities of an agency for the blind.

50 Local Operator Services (Continued)

50.1 Directory Assistance Service (Continued)

50.1.2 Regulations (Continued)

(3) No charge applies for: (Continued)

(d) Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance operator provided that the calling party reports the wrong number to the Telephone Company.

(e) Requests for telephone numbers of non-published service, as defined by the Product Guide.

50.1.3 Charges

For residence services, business services, and calls placed over Outward WATS access lines, each number requested is charged *. Requests for information other than telephone numbers will be charged for as requests for numbers.

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

(N)

50 Local Operator Services (Continued)

50.2 National Directory Assistance Service

50.2.1 General

The Company furnishes a National Directory Assistance Service for the purpose of aiding customers in obtaining interLATA telephone numbers. Access to National Directory Assistance is provided when customers dial 1-411.

- (1) National Directory Assistance Service provides customers with assistance in determining telephone numbers outside their LATA/state.
- (2) The application of charges set forth below applies to customer requests for National Directory Assistance Service. Customers are charged when they receive a telephone listing of any party located outside their LATA or state.
- (3) Customers will receive up to two listings per call. As long as one of the listings received is for a number outside their LATA/state, then the call will be billed as National Directory Assistance.
- (4) There are no call allowances for National Directory Assistance Service.
- (5) Customers will be billed for listings that are non-published or not found. Customers who receive an incorrect National Directory Assistance listing, National Directory Assistance that is not found or non-published may call the business office, once they receive their monthly bill, and request that any of these charges be credited.
- (6) National Directory Assistance Service is only available where technically feasible.

50 Local Operator Services (Continued)

50.2 National Directory Assistance Service (Continued)

50.2.2 Customer Name and Address Service

General

Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address from National Directory Assistance after giving the Directory Assistance Operator a complete telephone number.

Conditions

- (1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- (2) The customer will have access to any number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or 'NP" is displayed and no information will be available.
- (3) National Directory Assistance/Customer Name and Address Service will be available when technology permits.
- (4) There are no call allowances for Customer Name and Address Service.

50.2.3 Rates

	<u>Rate</u>	
National Directory Assistance Service - Per call	*	(C)
Customer Name and Address Service – Per call	*	(C)

- * Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

50 Local Operator Services (Continued)

50.3 Directory Assistance Call Completion (DACC)

50.3.1 General

- (1) Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting telephone numbers of customers, a mechanized announcement offering call completion to the listed local, intraLATA or interLATA number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
- (2) The mechanized announcement will instruct the caller that for an additional charge the caller may have the call automatically completed by depressing a specific digit on the touch-tone keypad. All completed calls will be charged the DACC charge, in addition to any other appropriate charges.
- (3) DACC will only be furnished where facilities and operating conditions permit. DACC will only be available from those coin phones owned and operated by Citizens Telecommunications Company of the Volunteer State, which are equipped for 1 + 411 dialing.
- (4) DACC will not be provided to the following services:
 - 800 Service
 - 976 Service
 - 900 Service
 - Access Line Service for Customer-Provided Public Telephones

50 Local Operator Services (Continued)

50.3 Directory Assistance Call Completion (DACC) (Continued)

50.3.1 General (Continued)

- (5) The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2 of this Product Guide.
- (6) DACC charges will not be applicable to persons with a visual, physical or reading handicap.
- (7) The calling party will incur a * per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, not withstanding the identity of the presubscribed intraLATA carrier (ILC PIC) selected by the customer. (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

50 Local Operator Services (Continued)

50.3 Directory Assistance Call Completion (DACC) (Continued)

50.3.2 Rates and Charges

- (1) When a customer elects to have a call automatically completed to the number for which the Directory Assistance listing was requested, a charge of * shall apply per call. The DACC charge is in addition to any applicable usage charges. Only completed calls will be charged; if the customer encounters a busy or no answer condition, the DACC charge will not apply. (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

50 Local Operator Services (Continued)

S50.4 Operator Assisted Charges

S50.4.1 General

(A) All types of local exchange service have local calling areas, which are the areas that can be called on a flat rate basis (no charge for individual calls).

(B) Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.

S50.4.2 Rates

The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

		Non-recurring <u>Charge</u>	
(1)	Station-to-Station customer dialed credit card local call, each	*	(C)
(2)	Station-to-Station operator assisted sent-paid, collect, third number and non-customer-dialed credit card calls, each	*	(C)
(3)	Person-to-Person operator assisted local call, each	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

50 Local Operator Services (Continued)

S50.4 Operator Assisted Charges (Continued)

S50.4.3 Application of Charges and Allowances

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.
- (3) Those cases where a Company operator provides assistance to:
 - (a) Re-establish a call that has been interrupted after the calling number has been reached.
 - (b) Reach the called telephone number where facility problems prevent customer dial completion.
 - (c) Place a sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.
 - (d) Place calls when the caller advises he has had service trouble in reaching the terminating number.

50 Local Operator Services (Continued)

S50.5 (Reserved for Future Use)

(C)

(D)

(D)

50 Local Operator Services (Continued)

S50.5 (Reserved for Future Use)

(C)

(D)

(D)

51 Non-Emergency 311 Service

51.1.1 General

- A. 311 for Non-Emergency Municipal Use (311) is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code of access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding cc Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from CTC-Tennessee territory only. To provide access to 311 to end users in another incumbent Local Exchange Carrier's (ILEC) territory or to a Competitive Local Exchange Carriers (CLEC) end users per central office switch, the 311 subscriber must make appropriate arrangements with the ILEC or CLEC serving the territory. The 311 subscriber should work separately with CLECs to ascertain that its end user customers will be able to reach non-emergency police and other government agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 'point to' number in the merged central office.
- D. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access line (by individual business lines, PBX trunks, etc) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- E. Access to 311 is not available to the following classes of service
 - 1. Payphone Service Provider telephones (PSPs)
 - 2. Hotel/Motel/Hospital service
 - 3. 1+
 - 4. 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 5. Inmate Service
 - 6. 101XXXX
 - 7. Cellular-Type 2a

51. Non-Emergency 311 Service (Continued)

51.1.1 General (Continued)

In addition, operator assisted calls to the 311 subscriber will not be completed.

- F. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- G. An affiliate of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 numbers within 6 months of the merger or acquisition.
- H. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service.
- I. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

51.2.2 Requirements

- A. All requests for 311 must be submitted in writing to the Tennessee Regulatory Authority (TRA). The TRA will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment by the TRA, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment.
 - 1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service

51. Non-Emergency 311 Service (Continued)

S1.2.2 Requirements (Continued)

3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other right from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account therefore, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. The 311 subscribers shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
 6. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
1. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.

51. Non-Emergency 311 Service (Continued)

S1.2.2 Requirements (Continued)

2. The provision of access of the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 3. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 4. The 311 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

51.3.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In instances where a CLEC provides the 311 to its end user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
1. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

51. Non-Emergency 311 Service (Continued)

51.4.4 Rates and Charges

A. Application of Rates

1. Service Establishment charge shall apply per central office.
2. 311 subscribers will pay the normal charges for the local exchange access arrangements used for transporting and terminating messages at the 311 subscriber's designated premises.
3. Applicable Service Order Charges will apply in addition to the following rates.
4. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch.
5. Charges applicable to the 311 For NON-Emergency Municipal Use Subscriber

<u>Service Establishment Charge</u> Per Central Office	<u>Non-Recurring</u> \$625.00
<u>Central Office Activation</u> Per Central Office	\$107.00
<u>Change of Point-to Number By Subscriber</u> Per Central Office	\$4.00

51.2 Travel Information 511 Service

51.2.1 General

- A. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.
- B. The three digit 511 abbreviated dialing code is assigned to the Approved Travel Information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.
- C. 511 is available from Citizens Telecommunications Company of the Volunteer State, (the Company) within the Company's service area only. To provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.
- D. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- E. The 511 Service is not available for the following classes of service: 1+ and 0+ calling, 0-operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.
- F. 511 Service is offered subject to the availability of facilities

51.2.2 Obligations of The Approved Travel Information Services Provider

- A. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.
- B. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following.
 - 1. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge.

51.2 Travel Information 511 Service (Cont'd)

51.2.2 Obligations Of The Approved Travel Information Services Provider (Cont'd)

- B. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following. (Cont'd)
 - 2. A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 511 Service.
 - 4. An acknowledgment of the possibility that the FCC's assignment of the 511 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
 - 1. The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - 2. When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.
 - 3. When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange's local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges.
- D. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.
- E. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.

51.2 Travel Information 511 Service (Cont'd)

51.2.2 Obligations Of The Approved Travel Information Services Provider (Cont'd)

- F. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.
- G. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.
- H. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event of a national assignment contrary to that made by the Tennessee Regulatory Authority.
- I. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.
- K. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
- L. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

51.2 Travel Information 511 Service (Cont'd)

51.2.3 Obligations Of The Company (Cont'd)

- A. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service.
- B. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.
- C. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.
- D. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.
- E. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

51.2.4 Liability

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

51.2 Travel Information 511 Service (Cont'd)

51.2.4 Liability (Cont'd)

- B. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
- C. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Product Guide.
- D. The Tennessee Regulatory Authority's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.
- E. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

51.2.5 Other Terms And Conditions

- A. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in Section 45 of this Product Guide. The Caller ID service will only provide calling name and/or number information as described in this Product Guide where feasible.
- B. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
- C. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.

51.2 Travel information 511 Service (Cont'd)

51.2.5 Other Terms And Conditions (Cont'd)

- D. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

51.2.6 Rates And Charges

- A. Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:
 - 1. When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
 - 2. If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.
- B. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:
 - 1. When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 - 2. When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 - 3. When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
- C. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

51.2 Travel information 511 Service (Cont'd)

51.2.6 Rates And Charges (Cont'd)

D. When translating the seven or ten digit number to the 511 abbreviated dialing code, applicable Service Charges as specified in Section 27 of this Product Guide will apply as follows, in addition to the rates listed in F. below.

1. A business rate Service Ordering Charge per order, as found in Section 27 of this Product Guide.

E. The minimum service period for 511 Service is one month.

F. Rates

Central Office Charge
per host Central Office

Nonrecurring Charge

\$ 175.00

Exclusion Charge
per host Central Office

\$ 325.00

Number Change Charge
per telephone number

\$ 25.00

51.3 Telecommunications Relay 711 Service

51-3.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commissions (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.
- B. 711 is available from CTC-VS (the Company) within the Company's service area only. To provide access to 711 to end users in another company service area or to a Competitive Local Exchange Carrier (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- E. Limitations and Use of Service are as stated in Section 3 of this Product Guide.
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section 32 of this Product Guide.
- G. Access to 711 is not available to the following classes of service:
 - 1. Hotel/Motel/Hospital Service (toll call only)
 - 2. 1+
 - 3. 0+,0- (Credit Card, Third-Party Billing, Collect Calls)
 - 4. 101XXXX
 - 5. Cellular – Type 2A
 - 6. In addition, operator assisted calls to 711 will not be completed.

51.3 Telecommunications Relay 711 Service (Cont'd)

51-3.2 Obligations Of The TRS Entity

- A. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
- B. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- C. The TRS entity should work separately with Competitive Local Exchange Companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- D. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
 - 1. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" including the terms "controlling," "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- E. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions:
 - 1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.

51.3 Telecommunications Relay 711 Service (Cont'd)

51.3.2 Obligations Of The TRS Entity (Cont'd)

- E. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions: (Continued)
 - 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone facilities.
 - 3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- F. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
 - 1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
 - 2. The provision of access to the 711 network by the Company for the transmission of announcements is subject to availability of such facilities and the requirements of the local exchange network.
 - 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcements including, but not limited to, the recorder announcement equipment located on the TRS entity's premises.
 - 4. The TRS entity assumes, according to other specific rates and charges, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

51.3.3 Obligations Of The Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 711 dialing code to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.

51.3 Telecommunications Relay 711 Service (Cont'd)

51.3.3 Obligations Of The Competitive Local Exchange Carrier (CLEC (Cont'd)

1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

51.3.4 Liability

- A. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense. Liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this Product Guide, the Company shall be authorized to disconnect any service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations and conditions of the Product Guide. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
- B. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
- C. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

51.3 Telecommunications Relay 711 Service (Cont'd)

51.3.4 Liability (Cont'd)

- D. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

51.3.5 Other Terms And Conditions

- A. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- B. The 711 Dialing Code is provided where facilities permit.
- C. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service as described in Section 45 of this Product Guide.
- D. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

51.3.6 Rates And Charges

- A. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

51.4 Information & Referral 211 Service

51.4.1 General

- A. The 211 Service for Information and Referral Service is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider (211 Provider)for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the 211 Provider as a local calling area based service (the "211 Service").
- B. The 211 Service allows a Company subscriber to access a 211 Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the 211 Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. All 211 abbreviated dialing code calls must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- D. The 211 Service is not available for the following classes of service: inmate Service, 1+ and 0+ calling, 0- operator assisted calling and 101 XXXX calling. The 211 Service is otherwise available wherever local service is available.

51.4.2 Obligations Of The Approved Information And Referral Service Provider

- A. The AIRSP 211 Provider must submit a written application for 211 Service to the Company at the local exchange level. The 211 Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
- B. The 211 Provider's written application to establish 211 Service in a Company local exchange must include the following:
 - 1. The local, foreign exchange or toll-free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the 211 Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the 211 Provider must pay the Number Change Charge.
 - 2. A location description of the 211 Provider call center where 211 calls made from the Company local exchange will be routed.

51.4 Information & Referral 211 Service (Cont'd)

51.4.2 Obligations Of The 211 Provider (Cont'd)

3. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 4. An acknowledgment of the possibility that the Federal Communications Commission (FCC) assignment of the 211 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
1. The 211 Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 2. When the 211 Provider applies for 211 Service in a Company local exchange, the 211 Provider must supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.
 3. When the 211 Provider applies for 211 Service in a Company local exchange and a 211 Provider call center is not located within the local exchange's local calling area, then the 211 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges
- D. The 211 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claim demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 211 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 211 Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
- E. The 211 Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.

51.4 Information & Referral 211 Service (Cont'd)

51.4.2 Obligations Of The 211 Provider (Cont'd)

- F. The 211 Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the 211 Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 211 Service is provided on the condition that the 211 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the 211 Provider, there will be one path available.
- H. The 211 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
- I. The 211 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The 211 Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the 211 Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.
- K. The 211 Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
- L. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the 211 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The 211 Provider must work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

51.4 Information and Referral 211 Service (Cont'd)

51.4.3 Obligations Of The Company

- A. The Company will establish the 211 Service within ninety days after receipt of the 211 Provider's completed application(s) for service.
- B. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- C. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls at the 211 Provider established call centers.
- D. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 211 Provider shall make such operational tests as, in the judgment of the 211 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 211 Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

51.4.4 Liability

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 211 Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company is not liable for losses or damages caused by the negligence of the 211 Provider.
- C. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Product Guide.
- D. The Company shall not be liable to the 211 Provider for any damages the 211 Provider may incur that result from a national reassignment of the 211 abbreviated dialing code.

51.4 Information & Referral 211 Service (Cont'd)

51.4.5 Other Terms And Conditions

- A. The 211 Service will not provide calling number information in real time to the 211 Provider. If this type of information is required, the 211 Provider must subscribe to compatible Caller ID service as described in Section 45 of this Product Guide. The Caller ID service will only provide calling name and/or number information as described in this Product Guide where feasible.
- B. The 211 Service is provided solely for the benefit of the 211 Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 211 Provider.
- C. A written notice will be sent to the 211 Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 211 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 211 Provider is unwilling to accept the modifications, or if the 211 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

51.4.6 Rates And Charges

- A. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the 211 Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - 1. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.

51.4 Information & Referral 211 Service (Cont'd)

51.4.6 Rates And Charges (Cont'd)

2. If the 211 Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the 211 Provider requests 211 Service in all the Company local exchanges served by that host central office.
- C. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
1. When the 211 Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the 211 Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 2. When a Company local exchange is once excluded, but the 211 Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 3. When the 211 Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 211 abbreviated dialing code in the host central office, an Exclusion Charge applies per host central office
- D. A nonrecurring Number Change Charge applies when the 211 Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
- E. When translating the seven or ten digit number to the 211 abbreviated dialing code, applicable service order charges specified in Section 27 of this Product Guide will apply as follows in addition to the rates listed below.
1. A business Service Ordering Charge per order.

F. Rates

	<u>Nonrecurring Charge</u>
<u>Central Office Charge</u> (per host Central Office)	\$ 175.00
<u>Exclusion Charge</u> (per host Central Office)	\$ 325.00
<u>Number Change Charge</u> (per telephone number)	\$ 25.00