

## SUBJECT INDEX

| CONTENTS  | SECTION |
|---|---------|
| General Regulations .....                                     | 1       |
| Basic Exchange Service .....                                  | 2       |
| Miscellaneous Services and Charges .....                      | 3       |
| Connection, Charge and Construction Charges .....             | 4       |
| Toll Service .....  | 5       |
| Exchange Area Map.....  | 6       |
| Centrex Service.....  | 7       |
| Intra Company/Interexchange Digital Private Line Service..... | 8       |

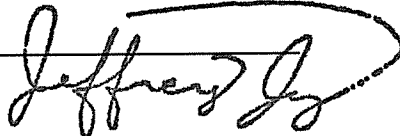
| INDEX                                     | SECTION | SHEET     |     |
|---|---------|-----------|-----|
| Additional Directory Listings.....        | 3       | 10        |     |
| Administrative Instructions .....         | 1       | 12        |     |
| Advanced Calling Services .....           | 3       | 28-37     |     |
| Andover Exchange Map.....                 | 6       | 2         |     |
| Application of Tariff .....               | 1       | 1         |     |
| <br>Boscawen Exchange Map.....            | <br>6   | <br>3     |     |
| Business Service-Classification .....     | 1       | 5         |     |
| Business Service-Rates.....               | 2       | 2         |     |
| <br>Call Around 603 Plan .....            | <br>5   | <br>16-17 |     |
| Call Blocking Services.....               | 4       | 8         |     |
| Cancellation of Application .....         | 1       | 10        |     |
| Centrex Service.....                      | 7       | 1-28      |     |
| Change of Application .....               | 1       | 10        |     |
| Change of Telephone Number.....           | 1       | 10        |     |
| Chichester Exchange Map.....              | 6       | 7         |     |
| Circle Calling Service .....              | 5       | 10-12     |     |
| Classification of Exchange Service .....  | 1       | 5         |     |
| Combined Service.....                     | 3       | 1         |     |
| Construction Charges .....                | 4       | 10-16     |     |
| Custom Calling Service.....               | 3       | 2-8       |     |
| Customized 911 (C911).....                | 3       | 40-41     | (N) |
| <br>Deposit.....                          | <br>1   | <br>3     |     |
| Denial of Service .....                   | 1       | 6         |     |
| Direct Inward Dialing (DID) .....         | 3       | 24-25     |     |
| Directory Listings.....                   | 3       | 9         |     |
| <br>Emergency Call Receiving Service..... | <br>3   | <br>17    |     |
| Exchange Area Maps.....                   | 6       | 1-7       |     |
| Exchange Rates.....                       | 2       | 2         |     |
| Exchange - Reclassification .....         | 2       | 3-4       |     |
| Extended Local Service Area.....          | 2       | 1         |     |
| Extension Lines.....                      | 3       | 13-16     |     |
| Extension Mileage.....                    | 3       | 14        |     |

**MISCELLANEOUS SERVICES AND CHARGES**

| <u>CONTENTS</u>                              | <u>SHEET</u> |     |
|--|--------------|-----|
| Combined Services.....                       | 1            |     |
| Custom Calling Services.....                 | 2-8          |     |
| Directory Listings .....                     | 9-12         |     |
| Non-Listed Service.....                      | 11           |     |
| Non-Published Service.....                   | 11           |     |
| Off-Premise Extension and Tie Lines.....     | 13-16        |     |
| Public Emergency Call Receiving Service..... | 17           |     |
| Season Service.....                          | 18           |     |
| Paystation Service .....                     | 19-21        |     |
| Special Circuits .....                       | 22           |     |
| Temporary Suspension of Service .....        | 23-23.2      |     |
| Direct Inward Dialing.....                   | 24-25        |     |
| Remote Call Forwarding .....                 | 26-27        |     |
| Advanced Calling Services .....              | 28-38        |     |
| National Directory Assistance .....          | 39-40        |     |
| Customized 911 (C911).....                   | 40-41        | (N) |

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ISSUED BY: \_\_\_\_\_

  
Jeff Jung, Vice-President

**MISCELLANEOUS SERVICES AND CHARGES**

**CUSTOMIZED 911 (C911)**

(N)

A. General

Customized 911 (C911) is an optional service that allows a PBX customer to provide specific information for their PBX station telephone numbers or business lines in addition to the primary number information for 911 call records. The information is sent to the Company. The Company processes the information using the standard 911 process for each county.

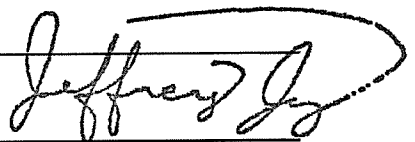
B. Conditions

1. The customer shall provide the Company with accurate, specific address and location information for each number enrolled in C911 in the required format that the Company uses in submitting information to the PSAP.
2. The customer is responsible for ensuring their PBX system is able to recognize the 911 digits as a complete dialing code when the station user dials it.
3. The customer is responsible for ensuring the ANI associated with the individual station line is passed.
4. The customer is responsible for notifying the Company of any changes or additions made to the numbers within 48 hours of the changes being made. This includes adding new numbers. If the customer fails to provide any changes or additions to the Company within 48 hours of the change, and the Company receives a "No Record Found" report from the 911 database provider/administrator; a charge will be assessed, as listed in the Rates Section below, for the Company's time and expenses associated with correcting the information. If the Company receives 3 of these "No Record Found" reports within 1 year, the service will be terminated with the customer. At that time, the customer is responsible for providing 911 via the primary number.
5. Except where caused by the willful misconduct or gross negligence of TDS Telecom, the customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs, judgments and actions of any nature or from any person related to the C911 Service provided.
6. The customer agrees to indemnify and hold harmless TDS Telecom for any infringement or invasion of the right to privacy of person or persons, caused or claimed to be caused by acts or omissions of the Customer and their operation or use of C911 Service.

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**CUSTOMIZED 911 (C911)** (continued)

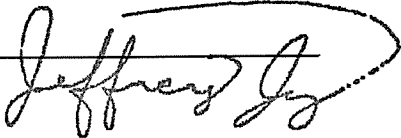
C. Rates

|   | <u>Monthly<br/>Charge</u> | <u>Non-Recurring<br/>Charge</u> |
|---|---------------------------|---------------------------------|
| 1. Initial Set-Up (per number)<br>(not to exceed \$500) | N/A                       | \$1.00                          |
| 2. Updates, per number<br>(not to exceed \$5.00)        | \$0.05                    | N/A                             |
| 3. No Record Found Charge (per instance)                | N/A                       | \$50.00                         |
| 4. Report Requests Charge                               | N/A                       | (1)                             |

- (1) The Report Request charge applies when a customer requests a list of their E911 record information. Rates for Report Requests will be developed on an Individual Case Basis (ICB).

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# KEARSARGE TELEPHONE COMPANY

## REVENUE PROJECTIONS

### C911 Revenue Projections

| Service | Estimated<br>Average<br>Subscriptions | Number of<br>Lines | Non<br>Recurring<br>Charge | Monthly Rate | Estimated<br>Monthly<br>Revenue | Estimated<br>Annual<br>Revenue |
|---------|---------------------------------------|--------------------|----------------------------|--------------|---------------------------------|--------------------------------|
| C911    | 22                                    | 50                 |                            | \$0.05       | \$55.00                         | \$660.00                       |
| C911    | 22                                    | 50                 | \$1.00                     |              |                                 | \$1,100.00                     |

**Monthly Total**

**\$55.00**

**Annual Total**

**\$1,760.00**