

DEFINITIONS AND SYMBOLS (Cont'd)

RURAL AREA - See Suburban area.

SEASONAL SERVICE - A type of exchange service provided to customers whose requirements for telephone service are less than that which might normally be provided in any twelve (12) month period.

SELECTOR - See Switch.

SEMI-PUBLIC TELEPHONE - An exchange station equipped with a coin collecting device, designed for a combination of customer and public usage at locations more or less public in character. Semi-public telephone service is considered as a form of customer service.

SERVICE CONNECTION CHARGE - The charge or charges that apply to the establishment of telephone service or subsequent modifications to that service. The four Service Connection Charges are: 1) Initial Connection Charge, 2) Secondary Service Order Charge, 3) Central Office Connection Charge, and 4) Network Interface Charge. (See Section 6).

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SERVING EXCHANGE - The exchange in which the serving central office is located

STATION - See Telephone Station.

SUBSCRIBER - See Customer

SUBURBAN AREA - The territory surrounding the Base Rate Area in which Suburban Service is furnished and in which urban classes of service are furnished at established rates, plus zone charges.

SUBURBAN SERVICE - A type of multi-party line service furnished to customers outside the Base Rate Area, but within the exchange area, normally four-party service.

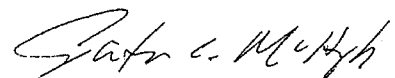
SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

SWITCHBOARD - See PBX System.

TARIFF - The current schedule of rates, charges, rules, regulations, terms, conditions and separately filed franchise area maps adopted and filed by the Company and approved by the Commission.

TELEPHONE STATION - A telephone instrument, consisting of a transmitter, receiver and associated apparatus, connected so as to permit transmission and receiving of telephone messages.

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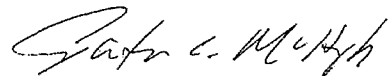
GENERAL SERVICES (Cont'd)

M. ADVANCED CALLING SERVICES

(A) GENERAL

1. Advanced Calling Services consists of a group of features individually described under (Feature Descriptions) which allows customers to efficiently manage the communications over their exchange access lines. These features may function only where the calling party's telephone number is delivered from the central office originating the call to the terminating central office serving the called party. Advanced Calling Services features are optional services offered in addition to regular exchange service.
2. Per call blocking is an originating option that allows customers to control the disclosure of their directory number on a call-by-call basis. When activated, the option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller Id display service. Activation is accomplished by the calling party dialing an activation code prior to initiating a call. There is no charge associated with per call blocking. Per call blocking does not affect the operation of the other service features.
3. Line blocking allows customers to automatically block the disclosure of their directory number. The option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller Id display device. Line blocking does not affect the operation of the other service features. There is no monthly charge associated with line blocking. There is no nonrecurring charge to add line blocking to customer lines that have Non-Published or Non-Listed service, or lines of customers who have requested line blocking for concerns related to health or safety. A Central Office Connection Charge shall apply in all other instances.
4. Per call blocking and line blocking are available in suitably equipped central offices to one-party residence and business classes of service only.
5. Advanced Calling Services features are available to one-party residence and business customers subject to the availability of central office equipment and facilities. Individual feature availability may differ by exchange.

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GENERAL SERVICES (Cont'd)

M. ADVANCED CALLING SERVICES (Cont'd)

(B) FEATURE DESCRIPTIONS (Cont'd)

3. Call Forwarding (Cont'd)

A. Fixed Call Forwarding - (FCF) Service provides automatic forwarding of one incoming call at one time placed to a seven digit FCF number to a terminating telephone number in the same or different exchange. If a call is in progress when the FCF number is dialed, the caller will receive busy indication. Simultaneous Call Handling capability is optionally available to allow up to a maximum of three calls at the same time. The terminating telephone service may be local exchange service, Inward Wide Area Telecommunications Service (800 Service), or Foreign Exchange Service.

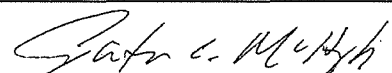
(1) The Telephone Company does not provide identification of the originating (i.e., calling party) telephone number to the FCF customer.

(2) No assurance can be given that the transmission will be fully satisfactory during operation of FCF service.

(3) This service is furnished upon condition that the customer subscribes to adequate FCF and terminating facilities to permit the use of the service without impairment, disruption, or deterioration of the quality of other telephone services. If, in the opinion of the Telephone Company, additional FCF Service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate FCF or terminating facilities, the FCF service is subject to termination.

(4) The following rates and charges are in addition to the rates and charges for the terminating equipment and service as well as Central Office Connection Charges.

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GENERAL SERVICES

M. ADVANCED CALLING SERVICES (Cont'd)

(B) FEATURE DESCRIPTIONS (Cont'd)

3. Call Forwarding (Cont'd)

A. Fixed Call Forwarding (Cont'd)

(4) Rates and Charges (Cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	
Fixed Call Forwarding Service	**	\$22.00	(C)
Simultaneous Call Handling*	**	\$6.50	(C)
Per additional call Up to a maximum of three			

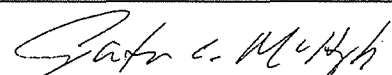
*Requires Fixed Call Forwarding Service

- (5) Between the calling party and the Fixed Call Forwarding number: the calling party is charged the appropriate toll message telecommunications service or message unit or local usage charge, where applicable.
- (6) Between the Fixed Call Forwarding number and the terminating telephone number: The FCF customer is charged the directly-dialed station-to-station toll message telecommunications service rate for each call, or the business message unit rate or the local usage rate, as appropriate. If the terminating service is 800 Service, the appropriate 800 Service usage rates apply. In addition, charges apply for person-to-person and collect calls made to an FCF number even though such calls might not be accepted at the answering location.

**When adding a new feature or features, the only applicable service connection charge is the Central Office Connection Charge

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GENERAL SERVICES (Cont'd)

O. CENTREX SERVICE (Cont'd)

E. TERMS AND CONDITIONS (Cont'd)

8. The principal premises for the customer is considered to be the premises of the customer where the attendant position or designated answering location is located.
9. The appropriate electric current and outlets necessary at the customer's premises, if required are provided at the customer's expense.
10. One directory listing without charge is furnished for each customer of Centrex. Additional directory listings may be provided as specified in Section 5 pages 18-20, Directory Listings.
11. Intercept of calls to disconnected or vacant telephone numbers is provided by means of an announcement of a general nature for in-service systems and a temporary reference of incoming calls to a single working telephone number that is specified by the customer for completely disconnected systems.
12. Centrex does not require special attendant position equipment for answering and transferring incoming calls to stations within the system. Incoming calls to the system's listed directory number are routed to an individual station line or lines designated for the system's answering location. Calls then may be transferred to other stations in accordance with the system's standard features. If special attendant position equipment is utilized with the system, additional charges may be applicable.
13. Customers who subscribe to 15 or more Centrex lines may, at the Telephone Company's discretion, be offered customer specific pricing. The rate will be offered to the customer in writing for acceptance. An individual service agreement will specify the length of the contract service and the applicable rates. With the exception of the customer specific rates, all other rates, charges and regulations specified herein shall apply.

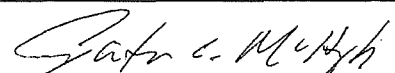
F. SERVICE CHARGES

1. Installation

- | | | |
|----|--|---------|
| a. | Service Order, per station line | \$17.50 |
| b. | Central Office Connection Charge, per station line | \$10.00 |

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GENERAL SERVICES (Cont'd)

O. CENTREX SERVICES (Cont'd)

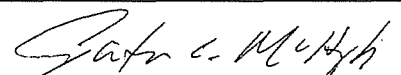
F. SERVICE CHARGES (Cont'd)

2. Changes
- | | | | |
|----|--|---------|-----|
| a. | Service Order, per station line | \$ 9.00 | |
| b. | Central Office Connection Charge, per station line | \$10.00 | (T) |

G. MONTHLY RATES

- | | | |
|----|--|------------------------|
| 1. | Three stations or less | \$46.50 |
| 2. | Additional stations, each Rate per month | \$15.50 |
| 3. | ACS Optional Features | <u>Rate per month</u> |
| a. | Repeat Dialing | \$1.00 |
| b. | Call Return | \$1.00 |
| c. | Caller ID | \$2.25 |
| d. | Priority Ringing | \$1.25 |
| e. | Preferred Call Forwarding | \$1.25 |
| f. | Call Screening | \$1.25 |
| g. | Special Call Acceptance | \$1.25 |
| | | <u>Per Activation*</u> |
| h. | Call Trace | \$3.50 |

*Plus \$5.00 for case preparation



SERVICE CONNECTION CHARGES (Cont'd)

A. GENERAL

1. The charges contained herein pertain to service or equipment ordered or connected into service at the customer's request including moves, changes, number changes and restoration of service.
2. Service connection charges apply in addition to, but not in lieu of, mileage charges or charges which may be incurred in special construction or installations of a temporary or speculative nature.
3. Service connection charges are comprised of the following work functions, one or more of which is applicable based upon the service or equipment requested by a customer.

a. Initial Connection Charge

Applicable for work performed by the Company in connection with the initial establishment of service.

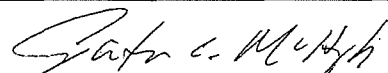
b. Secondary Service Order Charge

Applicable for work performed by the Company in connection with receiving, recording, and processing of customer requests for service subsequent to the initial establishment of service.

c. Central Office Connection Charge

Applicable for functions required within the central office.

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SERVICE CONNECTION CHARGES (Cont'd)

C. APPLICATION*

- 1.* The initial connection charge is applicable for requests for:
 - a. Initial connection of service
 - b. Transfer of service involving a request for a final bill or, if a final bill is not requested, a refusal of the future customer to accept full responsibility for the former customer's account.
- 2.* The secondary service order charge is applicable for subsequent customer requests for connections, additions, moves or changes to an established service. .
3. Service Charges may be paid in equal monthly installments not to exceed a total of six (6) months.
4. The initial connection charge is applicable for the connection of local exchange access lines, FX lines, local private lines, local off-premise lines, and local tie lines. It is also applicable for a customer-initiated number change and for restoration of service when temporarily disconnected for non-payment or vacation service.
5. When adding a new feature or features, the only applicable Service Connection Charge is the Central Office Connection Charge. The Central Office Connection Charge does not apply for:
 - a. The change of a telephone number to a non-published or non-listed basis when the existing number is not changed. (C)
 - b. Transfer of service when there is no lapse in service (C)

*Notes: See exceptions, Section 6.

The initial connection charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the initial connection charge and secondary service order charge would otherwise be applied, only the initial connection charge is applicable.

BUNDLED SERVICES (Cont'd)

B. ExpansionPAK II (Cont'd)

3. Terms and Conditions (Cont'd)

- L. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages may only be used for voice applications and may not be used for the transmission of data, for dial-up internet connections, or for any other non-voice application. These services may not be used for autodialing. The Telephone Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted in Section 9, Page 1 under "General Description", the Telephone Company may suspend, restrict or cancel the service.
- M. Details on calls made will not be available with this service.
- N. Applicable Initial Connection and Central Office Connection Charges will be waived for the initial installation of Unlimited Dial Tone (DTL) Package for Business or Unlimited Centrex Package for Business when the customer subscribes to any term agreement. (T)

4. Termination Liability

- A. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are offered on a one or two year term agreement.
- B. Early termination of an Unlimited Dial Tone Line (DTL) or Unlimited Centrex Basic Package 1 or 2 year term agreement by the customer will result in a one-time flat Termination Charge of:
- \$ 300.00 for default within the 1st year of the term
\$ 150.00 for default within the 2nd year of the term
- C. Early termination of the term agreement for an Unlimited or Local Only DTL Expansion Line or an Unlimited or Local Only Centrex Expansion Line 1 or 2 year term agreement by the customer will result in a one-time flat Termination Charge of:
- \$ 150.00 for default within the 1st year of the term
\$ 75.00 for default within the 2nd year of the term
- D. If the customer cancels all of the Centrex Expansion Lines, the Centrex Basic Line will revert to the individual rate and/or the tariff rate associated with that component.

BUNDLED SERVICES (Cont'd)

B. ExpansionPAK II (Cont'd)

4. Termination Liability (Cont'd)

- E. At the end of the Term or any subsequent renewal, the agreement will automatically be renewed for a successive one or two-year Term at the same terms and conditions unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Telephone Company has provided 30 days notice of any change. Customers can move from a shorter term to a longer term without incurring a penalty.

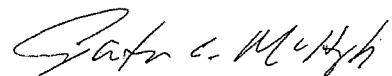
5. Application of Rates and Charges

- A. Secondary Service Order Charges will be waived in the event a class of service change is required in order to have an Unlimited Dial Tone Line (DTL) or Unlimited Centrex Basic Package.
- B. Applicable Initial Connection and Central Office Connection Charges will be waived for the initial installation of Unlimited Dial Tone (DTL) Package for Business or Unlimited Centrex Package for Business when the customer subscribes to any term agreement. (T)

6. Monthly Rates

A. Unlimited Dial Tone Line (DTL) Package

A. Basic Unlimited Package – One Year Term	\$ 20.75
B. Basic Unlimited Package – Two Year Term	\$ 17.75
C. Expansion Line with Unlimited Calling – Month-to-Month	\$ 24.96
D. Expansion Line with Unlimited Calling – One Year Term	\$ 20.75
E. Expansion Line with Unlimited Calling – Two Year Term	\$ 17.75
F. Expansion Line – Unlimited Local Only – Month-to-Month	\$ 24.96
G. Expansion Line – Unlimited Local Only – One Year Term	\$ 23.96
H. Expansion Line – Unlimited Local Only – Two Year Term	\$ 20.96



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