

3. EXCHANGE SERVICES

3.1 SERVICE CONNECTION CHARGES

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3.1.1 SERVICE CONNECTION AND LINE ACTIVATION CHARGES

A. General

1. Nonrecurring charges apply to customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this Price List.
2. Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once it has begun, an additional charge may apply based upon the additional cost involved, as set forth in Section 3.2.5.
3. All changes in location of the customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying .
4. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.

B. Description of Charges

A Service Connection Charge or Line Activation Charge applies when a customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

1. The Service Connection Charge applies per occurrence for the initial or subsequent installation of broadband facilities and equipment, and to any change of location of such facilities and equipment.
2. The Primary Line Activation Charge applies per occurrence where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies in lieu of the Primary Line Activation Charge.

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3. EXCHANGE SERVICES

3.1 SERVICE CONNECTION CHARGES (CONT'D)

3.1.1 SERVICE CONNECTION AND LINE ACTIVATION CHARGES (CONT'D)

B. Description of Charges (Cont'd)

3. The Additional Line Activation Charge applies per occurrence for additional lines where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies. The Line Activation Charge will be waived if the Service Connection Charge or Primary Line Activation Charge applies.
4. The Service Dispatch Charge applies for any subsequent request to add or modify facilities after initial installation.

C. Rates and Charges

	<u>NONRECURRING CHARGE</u>
1. Service Connection	
a. Residence	\$100.00 (I)
b. Business	56.00
2. Primary Line Activation	
a. Residence	100.00 (I)
b. Business	56.00
3. Additional Line Activation	
a. Residence	30.00
b. Business	56.00
4. Service Dispatch	
a. Residence	45.00
b. Business	45.00

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES

3.2.1 SERVICE CHANGE CHARGES

Service Change Charges apply per line when a customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing service line when the customer requests to add or change a standard custom calling feature. This charge is assessed per access line for each occurrence.
- C. Customer Change to Lifeline Service - No charge applies when an existing customer requests a change in their local service to Lifeline Service.
- D. Directory Listing Change Charge - A charge applies to each customer-requested change in directory listing.
- E. Hunting Configuration Change Charge - A charge applies to each customer requested change in Hunting configuration after initial installation.
- F. Rates and Charges

	NONRECURRING CHARGE	
1. Telephone Number Change		
a. Residence	\$20.00	
b. Business	19.00	(T)
2. Custom Calling Feature Change		
a. Residence	5.00	
b. Business	19.00	(T)
3. Change to Lifeline Service		
a. Residence	0.00	
b. Business	N/A	(T)
4. Directory Listing Change		
a. Residence	5.00	
b. Business	19.00	(T)
5. Hunting Configuration Change		
a. Residence	N/A	
b. Business	19.00	(T)
		(D)

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.2 CHANGE OF RESPONSIBILITY

A. Terms and Conditions

When acceptable to the Company, an applicant may supersede exchange service of a customer where an arrangement is made by the customer and the applicant to pay all outstanding charges against the service.

B. Rates and Charges

	NONRECURRING CHARGE	
1. Change of Responsibility		
a. Residence	\$10.00	
b. Business	10.00	(T)

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3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.3 MOVES, ADDS AND CHANGES

A. Terms and Conditions

1. The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the nonrecurring charge for the underlying service will apply as if the work had been done by the Company.
2. The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

a. Move

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

b. Add

The addition of service(s) to existing equipment and/or service(s) at one location.

c. Change

The rearrangement or reclassification of existing service at the same location.

B. Rates and Charges

	NONRECURRING CHARGE	
1. Move		
a. Residence	\$5.00	
b. Business	N/A	(T)
2. Add		
a. Residence	5.00	
b. Business	N/A	(T)
3. Change		
a. Residence	5.00	
b. Business	N/A	(T)
		(D)

3. EXCHANGE SERVICES

3.2 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.4 RESTORAL OF SERVICE

A. Terms and Conditions

1. A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, or other charges, but an order providing for complete disconnection has not been completed.
2. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application of service in addition to any charges for services due up to the date of suspension.
3. The following charge will be applied unless a charge for restoral of service is included in a specific service's section of this Price List. Additionally, all charges up to the date of the suspension are due prior to restoral of service.

B. Rates and Charges

	NONRECURRING CHARGE	
1. Line Restoration Charge (per line, after interruption for non-payment)		
a. Residence	\$30.00	
b. Business	56.00 (I)	(T)

3.2.5 PREMISES VISIT

A. Terms and Conditions

1. Premises Visit charges are based on the customer's physical location as predetermined by the Company. Premises Visit charges will be quoted to the customer prior to commencement of work. Premises Visit charges apply to work performed by the Company as follows:
 - When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire.
 - When the customer requests and the Company agrees to perform work which is not covered under individual services offered in this Price List.

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3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.7 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

A. Description

Presubscription is an arrangement whereby an end user may select and designate to the Company an Inter/IntraLata Interexchange Carrier (IC) to access, without an access code, for long distance calls. This IC is referred to as the end user's Primary Interexchange Carrier (PIC). The end user may select any IC that orders Feature Group D Switched Access Service at the end office that serves the end user.

B. Regulations

Subsequent to the installation of Local Exchange Service, and after the end user's initial selection of a PIC, the following nonrecurring charge applies for any additional change in selection. This charge is billed to the end user which is the subscriber to the Local Exchange Service and applies only for changing to another IC which provides long distance service.

C. Rates and Charges

The following charge will apply each time the customer requests a change in their long distance carrier after the initial installation of service.

	NONRECURRING CHARGE	
1. Change in PIC, per customer request		
a. Residence	\$5.00	
b. Business	5.00	(T)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL

A. Description

1. Basic Exchange Service provides a connection to the Company's switching network which enables the customer to:
 - a. Place and receive calls from other access lines on the public switched telephone network;
 - b. Access the Company's local calling service;
 - c. Access the operator service and business office for service related assistance; access toll-free telecommunications services such as 800/888 NPA; and access 911 service for emergency calling; and
 - d. Access the service of providers of Interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800/888 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).
 - e. Originate calls to the Telecommunications Relay Service (TRS) which enables hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate with the hearing population not using TDDs and vice versa. A customer will be able to access the state provider to complete such calls.

B. The rate and charges as quoted herein for exchange services entitle the customer to local calls, without toll.

C. The provisions of exchange service at the rates and charges and terms and conditions shown is subject to the provisions of other sections of this Price List.

D. Business service is offered to customers at business locations and residence service is offered to customers at residence locations.

E. A residence service may not be part of a hunting sequence that contains business lines.

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.2 CUSTOM CALLING FEATURES

Optional Custom Calling Features are available with Basic Exchange Service. customers may order features individually or as part of a feature package, as shown below. Monthly recurring charges associated with features are applied in addition to any other applicable charges.

A. Anonymous Call Rejection

Enables a customer to reject call attempts from callers who have a privacy feature or calling number delivery blocking activated. The caller will receive a message stating that the customer does not accept calls from callers who block delivery of their name and telephone number. The caller is asked to call again without blocking the delivery of their name and number.

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B. Call Forwarding Remote Access

Allows a customer to activate or deactivate Call Forwarding Variable or Call Forwarding Selective from a line other than their base station line. The customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

C. Call Forwarding

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call.

D. Call Forwarding Selective

Allows a customer to forward only select calls to another telephone number. The customer assumes responsibility for all calling charges generated by the use of this feature.

E. Call Forwarding Variable

Enables the customer to forward all incoming calls to another number by dialing a code plus the number to receive the call. The customer assumes responsibility for all calling charges generated by the use of this feature.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.2 CUSTOM CALLING FEATURES (CONT'D)

F. Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

G. Call Screening

Allows a customer to dial a code enabling the customer to not receive calls from a preassigned list of telephone numbers.

H. Call Trace

Allows the customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel.

I. Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call. Call Transfer is grandfathered to existing service arrangements at existing locations for customers of record as of March 31, 1999.

J. Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals the customer that an incoming call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered.

K. Caller ID

Allows a Caller ID display unit to display the name and telephone number of incoming calls.

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.2 CUSTOM CALLING FEATURES (CONT'D)

L. Caller ID with Call Waiting

Allows the customer to control the disposition of incoming calls while in an off-hook condition, via a visual display unit. A customer provided visual display unit is required to interact with this feature. Customers subscribing to Caller ID and to Call Waiting receive the Caller ID Call Waiting feature at no additional charge.

M. Caller ID Blocking Per Call

Enables a customer to control the disclosure of the customer's name and/or telephone number to a subscriber of Caller ID by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number. "Private Status" prevents delivery of the name and/or telephone number.

N. Caller ID Blocking Per Line

Enables a customer to control the disclosure of the customer's name and/or telephone number to a subscriber of Caller ID on all calls made from the customer's line. This feature may be de-activated at any time by the customer.

O. Custom Code Restriction

Allows a customer to block any of the following types of calls:

1. Operator assisted calls,
2. International and direct-dialed long distance calls,
3. N11 calls (e.g. 411 and 511).

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P. Custom Ring

This service enables the customer to have multiple telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.2 CUSTOM CALLING FEATURES (CONT'D)

Q. Customer Originated Trace

Allows a called party to initiate an automatic trace of the last call received. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The company is not liable for damages if, for any reason, the Call Trace attempt is not successful. Monthly-rated Customer Originated Trace is grandfathered to existing service arrangements at existing locations for customers of record as of March 31, 1999.

R. Distinctive Ring

Differentiates incoming calls from a list of preselected telephone numbers by signaling the customer with a distinctive ringing pattern.

S. Integrated Hunting/Messaging

This feature will forward incoming calls to another telephone number or to voicemail when the customer does not answer the phone. To utilize this feature the customer must subscribe to both Hunting and Voicemail.

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T. LD Alert

This feature allows call waiting and ringing operations to provide a distinctive ring or call waiting tone to announce incoming Long Distance calls. LD Alert is available at no additional charge to customers who also subscribe to Call Waiting.

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U. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

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V. Prohibit Collect Calls

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

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W. Prohibit Billed to Third Number and Collect Calls

This feature combines the Prohibit Billed to Third Number Calls and the Prohibit Collect Calls features.

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.2 CUSTOM CALLING FEATURES (CONT'D)

X. Repeat Dialing

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This feature is available on a monthly subscription or pay-per-use basis.

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Y. Speed Dial 8

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

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Z. Speed Dial 30

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

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AA. Three-Way Calling

Enables a customer to add a third party on an established local or long distance connection without operator assistance. The customer assumes financial responsibility for all calling charges generated by the use of this feature. This feature is available on a monthly subscription or a pay-per-use basis.

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BB. Hunting

For Business multi-line customers, this feature provides the ability to have calls route to another line instead of reaching a busy signal. The customer must have at least two Business lines and determine the order of call routing. The customer will be assessed a monthly charge as set forth in Section 3.3.5, following. Changes to the hunt sequence after initial installation will require a change in service request and will incur a service change charge as set forth in Section 3.2.1, preceding.

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1)

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(M) Text has been moved to Section 4, Sheet 76.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.3 GRANDFATHERED MEDIAONE RESIDENTIAL SERVICE (OBSOLETE – SEE SECTION 4.1.1) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (T)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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(M) Text has been moved to Section 4, Sheet 86.2.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.4 GRANDFATHERED RESIDENTIAL LOCAL SERVICE (OBSOLETE – SEE SECTION 4.1.2) (CONT'D)

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(M) Text has been moved to Section 4, Sheet 86.3.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 GRANDFATHERED BUSINESS SERVICE (OBSOLETE – SEE SECTION 4.1.3) (T)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 GRANDFATHERED BUSINESS SERVICE (OBSOLETE – SEE SECTION 4.1.3) (T)
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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 GRANDFATHERED BUSINESS SERVICE (OBSOLETE – SEE SECTION 4.1.3) (T)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 GRANDFATHERED BUSINESS SERVICE (OBSOLETE – SEE SECTION 4.1.3) (T)
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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.6 GRANDFATHERED EXTENDED CALLING SERVICE (OBSOLETE – SEE SECTION 4.1.4)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.6 GRANDFATHERED EXTENDED CALLING SERVICE (OBSOLETE – SEE SECTION 4.1.4) (CONT'D)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.6 GRANDFATHERED EXTENDED CALLING SERVICE (OBSOLETE – SEE SECTION 4.1.4) (CONT'D)

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3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.1 GENERAL

A. Terms and Conditions

1. The features in this section are made available on an individual basis or as part of multiple feature packages.
2. All features are provided subject to availability: Features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

3.4.2 VOICE MAIL SERVICE

A. Voice Mail is offered on a non-regulated basis.

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3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.3 BLOCKING SERVICES

A. 900/976 Information Service Blocking

1. Description

900/976 Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's local access line to all 900 and/or 976 service access codes.

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2. Terms and Conditions

- a. When blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's local access line will be blocked. These blocked calls will be directed to an announcement.
- b. This option does not prevent customers from placing 900 and/or 976 calls from their local access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator-assisted or credit card calls to 900 and/or 976 services from a line which is not blocked

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3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.3 BLOCKING SERVICES (CONT'D)

B. Toll Restriction

1. Description

Toll Restriction provides for exchange access lines to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. Attempted violations of the restrictions will be routed to an announcement.

2. Terms and Conditions

- a. Toll Restriction will be initiated at the customer's request.
- b. Toll Restriction will be provided at no charge to qualifying Lifeline Assistance customers.
- c. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Service Provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.

3. Rates and Charges

	MONTHLY RATE	
a. Residence	\$2.00	
b. Business	0.00	(T)

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3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

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3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.4 OPERATOR SERVICES

A. Directory Assistance Service

Directory Assistance Service is furnished upon customer request for assistance in obtaining directory listing information. Customers will be charged for all requests including requests for listings that are not found. This service will be provided by a live operator or a mechanized response system.

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1. Terms and Conditions

- a. Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers allowed per call.
- b. A Directory Assistance call charged to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance as specified below.

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2. Exemptions

- a. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges.
- b. Charges do not apply for Directory Assistance calls from lines serving individuals with disabilities. To obtain such exemption, the customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption records shall be treated as confidential by the Company. The customer shall notify the Company when the need for an exemption no longer exists.

3. Rates and Charges

PER REQUEST

- a. Residence \$0.45
- b. Business 0.25

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.4 OPERATOR SERVICES (CONT'D)

B. Directory Assistance Call Completion Service

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call to the last requested number completed. A service message will inform the customer that he may be connected to the requested number automatically for a specified additional charge.

1. Regulations

- a. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges and normal usage charges apply in addition to a Directory Assistance Call Completion Service charge.
- b. In situations where the calling number cannot be billed directly, the call will be completed automatically only as a Billed to Third Number or Collect call. The charge appropriate to the billing option used will apply in addition to the Directory Assistance Call Completion Service charge.
- c. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- d. The Directory Assistance Call Completion Service charge applies only to calls actually completed.
- e. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- f. The Directory Assistance Call Completion Service charge does not apply to disabled persons who are exempt from the Directory Assistance charge pursuant to this price list.

2. Rates and Charges

PER COMPLETED CALL

- a. Residence \$0.30
- b. Business 0.30 (T)

(D)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.4 OPERATOR SERVICES (CONT'D)

(D)

(D)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.4 OPERATOR SERVICES (CONT'D)

C. Local Operator Service

(T)

1. Local calls may be completed or billed with live or mechanical assistance by the Company's operator center.
2. Calls may be billed collect to the called party, to an authorized third party number, or to the originating line. Local calls may be placed on a station-to-station basis, or to a specified party (Person-to-Person) or designated alternate.
3. Charges for local operator services will be credited to the customer for calls completed to a wrong number, for incomplete connections, or for calls with unsatisfactory transmission.
4. For Person-to-Person, Collect and Billed to Third Number calls; when the customer requests an operator to dial the called number, an Operator Dialed Surcharge will apply in addition to the applicable service charge as set forth following.
5. Operator service charges apply to any call involving an operator unless specifically excluded in this Tariff.

6. Rates and Charges

a. Residence

	<u>SERVICE CHARGE PER CALL</u>
(1) Operator Station	\$1.75
(2) Collect	1.75
(3) Billed to Third Number	1.75
(4) Person-to-Person	3.25
(5) Operator Dialed Surcharge	0.50

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.5 DIRECTORY LISTING SERVICES

The alphabetical directory is a list of names that includes information essential to the identification of the listed party and facilitates the use of the directory. The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered inappropriate.

A. Additional and Foreign Listings

1. Description

- a. Additional Listings are provided in addition to the main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing.
- b. Customers may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the customer is regularly listed.
- c. Business customers may request a Caption Listing or a Straight Line Indent Listing. The Caption listing provides a single appearance of a name under which listings of branches, departments, etc., are indented. No telephone number is associated with the heading of a Caption Listing. The Straight Line Indent Listing provides multiple listings of information under one telephone number, preventing repetition of the name.

(N)
 |
 (N)

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
a. Additional Listing		
(1) Residence	[1]	\$1.20
(2) Business	[1]	1.20
b. Foreign Listing		
(1) Residence	[1]	1.20
(2) Business	[1]	1.20
c. Caption Listing, per text line	[1]	1.20
d. Straight Line Indent Listing, per text line	[1]	1.20

(N)
 (N)

B. Nonlisted Service

1. Description

At the request of the customer, any one or all of the customer's listings normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

- [1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line. See Miscellaneous Nonrecurring Charges, Section 3.2, for charges to add, or change Directory Listings on an existing line.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.5 DIRECTORY LISTING SERVICES (CONT'D)

B. Nonlisted Service (Cont'd)

2. Terms and Conditions

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Nonlisted Service.

3. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE	
a. Residence	[1]	\$0.30 (I)	
b. Business	[1]	0.60	(T)

C. Nonpublished Service

1. Description

- a. The telephone numbers of Nonpublished Service are not listed in the telephone directory or in the information records available to the general public.
- b. Nonpublished information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

2. Terms and Conditions

- a. Incoming calls to Nonpublished Service will be completed only when the calling party places the call by telephone number. The Company will adhere to this condition notwithstanding any claim made by the calling party.

[1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line. See Miscellaneous Nonrecurring Charges, Section 3.2, for charges to add, or change Directory Listings on an existing line.

(D)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.5 DIRECTORY LISTING SERVICES (CONT'D)

C. Nonpublished Service

2. Terms and Conditions (Cont'd)

- b. No liability for damages arising from publishing the telephone number of Nonpublished Service in the telephone directory or disclosing the telephone number to any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the Nonpublished Service.
- c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a Nonpublished Service in the telephone directory or disclosing of such number to any person.
- d. Lines Dedicated to Data Usage

The customer may request that lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

- such service is provided for the same customer at the same address as the customer's Company-provided primary service,
- the customer's primary listing is either published or the customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
- the non-published directory assistance listing is in the customer's name.

3. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
a. Residence	[1]	\$2.08 (I)
b. Business	[1]	1.45

- [1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line. See Miscellaneous Nonrecurring Charges, Section 3.2, for charges to add, or change Directory Listings on an existing line.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.5 DIRECTORY LISTING SERVICES (CONT'D)

D. Extended Referral

1. Description

Upon disconnection of a line the customer may request an extended announcement referring the caller to the customer's new number for up to three months from the date of disconnect.

2. Rates and Charges

- a. Residence
- b. Business

**NONRECURRING
CHARGE**
\$2.00
2.00

(M)

(T)(M)

(M) Text has been moved from Sheet 74.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.4.6 CUSTOMER REQUESTED SERVICE SUSPENSION [1]

- A. At the request of the customer the Company will suspend incoming and outgoing service on the Customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.
- B. The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due without reduction during the period of suspension.

PERIOD OF SUSPENSION	CHARGE
1. First month or partial month	Regular Monthly Rate
2. Each additional month (up to one year)	1/2 of Regular Monthly Rate

3.4.7 NUMBER REFERRAL SERVICE

A. Description

Customers who disconnect or change their telephone number may request Referral Service, which will provide a recorded announcement that refers calls to the customer's new number for 30 days from the date of disconnect or change at no charge.

The customer may also request Extended Referral service, which will extend the announcement for an additional 30 days.

B. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Initial 30 days	-	-
• Additional 30 days	\$2.00	-

(N)

(N)

[1] Service is grandfathered to existing customers of record as of July 18, 2001.