## ADOPTION NOTICE (N)

**Effective October 7, 2022, CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink received authorization for a corporate name change to Brightspeed of Northwest Arkansas, LLC. Effective March 30, 2023, Brightspeed of Northwest Arkansas, LLC hereby adopts, ratifies and makes its own all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Arkansas Public Service Commission, by or adopted by CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink prior to March 30, 2023.** (N)

(D)
(D)

**Brightspeed of Northwest Arkansas, LLC (formerly known as** CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink**)** is referred to with this *Local Terms of Service* as “CenturyLink” or “Company”. (C)

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TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by **Connect Holding II LLC d/b/a Brightspeed (the "Company")** or a (C)
subsidiary of **Connect Holding II LLC d/b/a Brightspeed** and are used **by the Company** herein with (C)
express permission. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by **Connect Holding II LLC d/b/a Brightspeed** or (C)
a subsidiary of **Connect Holding II LLC d/b/a Brightspeed** cannot be used by another party without (C)
authorization.

**BRIGHTSPEED** (C)
**BRIGHTSPEED ™** ***(Pending)***
**BRIGHTSPEED SM** ***(Pending)*** (C)
CORE CONNECT®
SIMPLE CHOICE®

GENERAL TERMS AND CONDITIONS

## 2.1 APPLICATION OF TARIFF

A. This tariff contains regulations and charges applicable to the provision of intrastate services and facilities furnished within its operating territory in the state of Arkansas by **Brightspeed of Northwest Arkansas, LLC (formerly known as** CenturyTel of Northwest Arkansas, LLC**)** hereinafter referred to as "the Company or the Telephone Company." The regulations specified herein are in addition to the regulations contained in other sections of this tariff. (C) (C)

B. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

## 2.2 ADVANCE PAYMENTS

At the time an application for service is made, an applicant who has a previous balance with the Telephone Company may be required to pay an amount equal to at least one month's service in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the customer's account on the first bill rendered. Advance payments are not deposits.

## 2.3 ALTERATIONS

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's equipment; and the customer agrees to pay the Company's current charges for such changes.

## 2.4 APPLICATION FOR SERVICE

A. Application for service may be made orally or in writing. Application for service and requests from customers for additional service, equipment or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term.

B. Any change in rates, rules or regulations lawfully made effective by the Company shall, to that extent, act as modification of all contracts without further notice.

C. When an application for service and facilities or request for additions, rearrangements, relocation, or modifications of service and equipment is canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charge is not to exceed the charge(s) which would apply if the work involved in complying with the request had been completed.

D. When equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.

GENERAL TERMS AND CONDITIONS

2.4 APPLICATION FOR SERVICE (Cont'd)

When a customer requests a change in location of all or a part of the facilities covered by his application for service or request for additions, rearrangements or modifications to his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of facilities been specified initially.

2.5 APPLICATION OF BUSINESS RATES

A. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use.

B. Business rates are applicable at the following local exchange locations:

1. At residence locations, when a line termination is located in a shop, office, or other place of business.

2.6 APPLICATION OF RESIDENCE RATES

A. Residence rates apply for:

1. In quarters occupied by lodges, clubs and civic organizations where there is only an occasional use for the service, where the principle use is not for administrative purposes and the telephone is not available for use by-the general public.

2. Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

3. In Fire Department dormitories or sleeping quarters where the telephone number is not published and the telephone is not available for use by the general public.

GENERAL TERMS AND CONDITIONS

## 2.7 CUSTOMER PREMISES INSIDE WIRE

A. General

1. Premises inside wire and jacks associated with residence and business exchange telephone services will not be installed or maintained by the Company on a regulated basis after January 1, 1987 except for company owned public access coin sets.

2 Premises inside wire provided by the customer is connected to exchange telephone service at the point of demarcation.

3. The demarcation point is provided as part of exchange telephone service at no additional monthly rate and will be installed on the customer's premises at a location determined by the Company which is accessible to the customer. The location of the receptacle shall be in close proximity to the protector or equivalent.

4. Company-provided stations may be connected to customer-provided inside wire subject to rates and charges filed elsewhere in this tariff, subject to equipment limitations.

5. The customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's acts or those of anyone acting on the customer's behalf in connection with installation or maintenance of inside wire.

## 2.8 CUSTOMER PREMISES WIRE AND CABLE (CPWC) - CUSTOMER PROVIDED

When the customer provides multi-line CPWC, the Telephone Company will not be liable for damages to property, bodily injury, and loss of life caused by the customer's acts, or those of anyone acting on his behalf, while the customer is installing or maintaining customer CPWC. Additionally, the customer is responsible for any loss of telephone service or damage to telephone company-owned equipment caused by customer provided CPWC. The Telephone Company will own and maintain and is responsible for provision of network services up to and including the multi-line jack or its equivalent (entrance facility, which includes protector or its equivalent, multi-line access cable, which includes the multi-line jack or its equivalent).

GENERAL TERMS AND CONDITIONS

2.9 CUSTOMER SERVICE-USE OF

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

2.10 COURT ORDERED DISCONTINUANCE OF SERVICE

The Company will discontinue service upon receipt of an order from any court directing the Company to discontinue such service. The Company shall give notice to the customer at the time of the discontinuance of service of its reasons for doing so; said notice to be accompanied by a copy of the order from any court.

2.11 DIRECTORIES

Once each year, the Company will furnish to its customer, without charge, a copy of a revised directory in accordance with Rule 9.07.B of the Commission's Telecommunications Providers Rules. Copies of replacement or other directories may be provided at a nominal charge.

2.12 EXTENDED ABSENCE PAYMENT PLAN

Customers indicating an extended absence shall be offered the options listed below to avoid suspension of service:

- Bank Draft
- Payment in Advance
- Alternate Billing Address

Bills coming due during the customer's absence may be paid in advance. The amount of the advance payment will be based on the customer's average monthly bill for the most recent twelve (12) months. If less than twelve (12) months usage history is available, the advance payment will be based on the number of months of usage history available. If the advance payment is more than the actual bill for service, the overpayment will be credited to the customer's account unless the customer requests a refund. If the advance payment is less than the actual bill for service, the balance due will be carried forward each month until the customer returns. Delayed payment agreements will be available for any underpayment.

The customer can arrange to have bills coming due during the period of absence mailed to an alternate address or third party during the absence.

GENERAL TERMS AND CONDITIONS

## 2.13 EXTENDED DUE DATE POLICY

Customers who meet the following criteria should notify the Telephone Company to be assigned a new bill date so that the payment due date will coincide with or follow the customer's receipt of income.

The following customers quality for an extended due date:

- Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD);
- Persons receiving Supplemental Security income; or
- Persons whose primary source of income is Social Security or Veterans.

The Company may require verification of the above sources of income.

## 2.14 INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

A. All customer-provided interconnections are subject to full compliance with all requirements of Part 68 of the FCC Rules and those contained in this tariff.

B. This tariff does not provide for interconnection of Miscellaneous Common Carriers. Interconnection of Miscellaneous Common Carrier Systems to the exchange and toll lines of the Company requires execution of a Miscellaneous Common Carrier Interconnection Agreement.

C. Customer-provided telephones, data and ancillary devices may be connected directly to telephone company lines (except coin telephone lines), without couplers if the devices are registered by the FCC or the devices are listed on the FCC Grandfathered List. Devices not registered or grandfathered by the FCC will be allowed connection to the network only through registered or grandfathered couplers.

D. In all instances, the customer will, at his expense, be responsible for assuring that his equipment is compatible with the telephone company network.

E. All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.18.D.

**F. Multiline telephone systems ("MLTS") required to comply with E. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.18.D.2.** (N) (N)

**G**. The quantity of CPE on a line may be limited or a customer may be forced to use ringer isolation devices to avoid interference with other parties on the line. (T)

**H.** All new connections will be made by industry standard plug and jack. (T)

GENERAL TERMS AND CONDITIONS

2.14 INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Cont'd)

H. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:

1. For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

2. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

3. Nonpublished telephone service will not be furnished for use with recorded public announcements.

I. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems or equipment.

J. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. However, the Company will notify affected customer's in accordance with Rule 2.03 of the Commission's Telecommunications Providers Rules and will notify the Commission in accordance with Rule 7.13.B of the Commission's Telecommunications Providers Rules.

K. Upon notification from the Company that the customer-provided equipment is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm.

L. Local Exchange Service Access

1. Customers providing their own communications systems or telephone stations must subscribe to Local Exchange Service as a means of connection to the Company's switching network. Local Exchange Service access will be that customer's sole means of connection to the Company's switching network and cannot be combined with any other exchange service.

2. In the event an existing business customer to local exchange service decides to provide his own system, the Company reserves the right to assess the fair value of its wiring facilities within that customer's premises beyond the point of demarcation and to physically recover its facilities or negotiate for the purchase of said facilities at their fair value.

3. While the Company's local exchanges access line service may be used by the customer for dial-up access, the advertised speeds of the customer modem may not be attainable with this service and are not guaranteed by the Company.

GENERAL TERMS AND CONDITIONS

## 2.15 MINIMUM CONTRACT PERIOD

A. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.

B. The Company may require a contract period longer than one month for special assemblies of equipment or for unusual construction necessary to meet specific demands for service.

## 2.16 NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters,the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

## 2.17 OBLIGATION OF THE COMPANY

A. Furnishing of Service

The Company's obligation to furnish 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 circuits and equipment, up to and including the point of demarcation.

B. Maintenance and Repair

1. All facilities owned by the Company up to and including the point of demarcation, will be maintained by it, except where such facilities are situated, in the judgment of the Company, in hazardous or inaccessible locations.

2. The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.

3. The customer shall provide employees and agents of the Company access to Company facilities, at all reasonable times.

C. Liability

1. The liability of the Company for damages arising out of: mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which they occur in excess of 24 hours after notification has been made (except as noted under Section 5, Sheets 61 and 62).

GENERAL TERMS AND CONDITIONS

2.17 OBLIGATION OF THE COMPANY (Cont'd)

C. Liability (Cont'd)

2. The customer indemnifies and saves the Company harmless against the following:

a. Acts or omissions of other companies when their facilities are used in connection with the Company facilities to provide service.

b. Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments or apparatus on such premises, or from the installation or removal thereof when such defacement or damage is not the result of the negligence of the Company or its employees.

c. Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.

d. Claims for libel, slander or infringement of copyright from the material transmitted or recorded over its facilities, claims for infringement of patents arising from combining with or using in connection with facilities of the Company, apparatus, systems, and their associated wiring of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

e. Liability for failure to provide service.

f. Liability for telephone directories is covered elsewhere in this section under Directories.

**g. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.**

**h. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any appliable law, including the failure to purchase or implement features that enable compliance with laws.** (M)(N) (M)(N)

(M) Material moved to Page 8.1.

GENERAL TERMS AND CONDITIONS

2.17 OBLIGATION OF THE COMPANY (Cont'd)

C. Liability (Cont'd)

3. Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise. (M)

GENERAL TERMS AND CONDITIONS

2.17 OBLIGATION OF THE COMPANY (Cont'd)

D. Refunds [1]

1. If CenturyTel fails, in an exchange, to meet the Commission's quality of service standards regarding the installation of service established in Rule 9.01.B., for a calendar quarter in that exchange, CenturyTel will, for the following calendar quarter, provide a customer credit in the amount of fifty-percent (50%) of the installation charges for each individual instance in that exchange where CenturyTel does not meet the Commission's quality of service standards (e.g., installation of service within five (5) business days where facilities are available or installation of service within thirty (30) days where facilities are not available.)

2. If CenturyTel fails, in an exchange, to meet the Commission's quality of service standards regarding the restoration of service within twenty-four (24) hours established in Rule 10.01.B., for a calendar quarter in that exchange, CenturyTel will, for the following quarter, provide a customer credit in the amount of a pro rata portion (one thirtieth per day missed beyond twenty-four (24) hours) of the monthly basic local exchange rate for each individual instance in that exchange where CenturyTel does not meet the Commission's quality of service standards regarding restoration of service within twenty-four (24) hours.

3. If CenturyTel, in any exchange, fails to meet the Commission's quality of service standards regarding the restoration of service within five (5) days established in Rule 10.01.B. for a calendar quarter in that exchange, CenturyTel, for the following quarter calendar quarter, will provide a customer credit in the amount of the entire monthly basic local exchange rate for each individual instance in that exchange where the company does not meet the Commission's quality of service standards regarding restoration of service within five (5)days.

2.18 OBLIGATION OF THE CUSTOMER

A. The customer shall permit employees of the Telephone Company to enter his premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the facilities when an account is closed.

B. If service is requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, the Telephone Company may refuse to furnish such service. If such service is furnished by the customer, he may be required to indemnify and hold the Telephone Company harmless from any claims, loss, or damage by reason of his furnishing of such service.

C. Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of Telephone Company equipment or facilities, the customer will provide the necessary power wiring, power outlets, and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets, and commercial power.

[1] These provisions will expire on January 1, 2007 or at a time CenturyTel implements new rates pursuant to a general rate increase application, which ever comes first.

GENERAL TERMS AND CONDITIONS

2.18 OBLIGATION OF THE CUSTOMER (Cont'd)

D. Multi-Line Telephone Systems

**1.** Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased or installed after February 16, 2020 must be configured to: (T)

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and

- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.17.C.2.g. (N)

**2. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:**

- **On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;**

- **No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;** (N)

GENERAL TERMS AND CONDITIONS

2.18 OBLIGATION OF THE CUSTOMER (Cont'd)

D. Multi-Line Telephone Systems

2. Pursuant to 47 C.F.R. § 9.16(b)(3)…the following requirements: (Cont'd)

- No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.

- Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.

- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.17.C.2.h.

GENERAL TERMS AND CONDITIONS

2.19 ORDER OF PRECEDENCE FOR ESTABLISHING SERVICE

Normally, applications for service in a particular exchange will be completed in the chronological order of their receipt.

2.20 PARTY LINE (USE OF SERVICE)

Party line service is eliminated as of July 1, 1997, as established in Rule 9.06 of the Commission's Telecommunications Providers Rules.

2.21 PROVISION OF EQUIPMENT

A. All equipment necessary for the provision of telephone service will be furnished and owned by the Company except as provided elsewhere in this tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in a location exposed to weather or other hazards. Commercial power will be furnished by the customer in suitable outlet(s) when required.

B. As mandated in F.C.C. Docket 79 - 105 and the Arkansas Public Service Commission Docket 86-212-TF, the Company will not install or maintain Inside Wire on a regulated basis after January 1, 1987 except for Company owned public access coin sets.

C. Equipment not owned by the Company shall not be attached to or connected with the facilities owned by the Company, whether physically, by induction, acoustically or otherwise, except as provided in this tariff.

D. These provisions shall not be applied to prevent a customer from using a device which makes the use of his service more convenient; provided such device will not:

1. Endanger the safety of Company employees or the public;

2. Damage, require change in, or alteration of, or involve direct electrical connection to, the equipment and/or facilities of the Company, unless provided for elsewhere in this tariff;

3. Interfere with the proper functioning of the Company's equipment or facilities.

GENERAL TERMS AND CONDITIONS

2.21 PROVISION OF EQUIPMENT (Cont'd)

E. Except as provided in this tariff, nothing herein shall be construed to permit the use of recording equipment or equipment to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

F. Facilities of an electric power company; or oil, oil products or natural gas pipe line company; or railroad company, provided primarily to communicate with points located along a right-of-way (which may include premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the company may be connected with facilities furnished by the Company subject to this Company's filed tariffs.

2.22 **RESERVED FOR FUTURE USE**

GENERAL TERMS AND CONDITIONS

## 2.23 STOPPING SERVICE AT CUSTOMER REQUEST

A. The customer may terminate the service under the following conditions:

1. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.

2. Where a contract for service with a one-month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities have been installed.

3. No minimum or termination charge will apply (unless otherwise stated specifically in this tariff) where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.

4. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction or damage to property by fire or other cause beyond the control of the customer.

5. **When business service is terminated at the customer's request after the minimum service period or initial contract period described preceding has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.3.1.E, Prorating of Opening and Closing Bills. Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section 2.3.1.E, Prorating of Opening and Closing Bills.** (N) (N)

## 2.24 CLOSING SUSPENDED ACCOUNTS

If service is not restored within 10 days after suspension for nonpayment, the account may be closed by the Telephone Company without further notice to the customer. When an account has been closed the customer will be required to make application for service under the provisions contained in other sections of this tariff.

## 2.25 SPECIAL ASSEMBLIES OF EQUIPMENT OR SPECULATIVE PROJECTS

Special assemblies of equipment or speculative projects for which provision is not otherwise made in this tariff may be provided where practicable, if not detrimental to any of the services furnished by the Company. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof. All charges are subject to approval by the Arkansas Public Service Commission.

GENERAL TERMS AND CONDITIONS

2.26 FACILITY RELOCATION COST RECOVERY FEE

Effective May 31, 2017, terms, conditions and rates for this fee are located at **Brightspeed Local Terms of Service: FACILITY RELOCATION** . (T) (T)

2.27 RESERVED FOR FUTURE USE

2.28 POST BILLING TOLL BLOCK

A. General

Post Billing Toll Block (PBTB) is a process whereby the Company will initiate toll blocking on high and medium risk residential accounts. A grace period of three business days from the "Please Pay Date" or due date will be given to the applicant for service or the existing customer to make payment prior to the toll block being initiated. This service is designed to minimize the Company's network exposure from uncollectible accounts and to act as an enhancement to the normal late payment treatment process.

GENERAL TERMS AND CONDITIONS

2.28 POST BILLING TOLL BLOCK (Cont'd)

B. Description

1. A risk level assessment process determines applicants for service and customers with high or medium risk accounts and is based as a result of either Credit Scoring for applicants or Behavioral Scoring (Company payment history) for customers.

a. Risk level assessment is categorized for applicants for service via Credit Scoring whereby the Company will be provided information through the use of a third party credit reporting service. A credit score is computed on the inquiry date by utilizing a credit scoring model plus information contained in the applicant's credit files. The applicant's score is delivered by the National Credit Bureau at the time of service application. Credit Scoring allows the Company to assign a low, medium, or high credit risk rating to all applicants for service.

(1) A high risk level assessment is assigned to applicants for service having the following criteria:

- Collection judgements
- Charge (Written off accounts)
- Outstanding collection accounts
- Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring
- The customer provides positive identification to Company following a "No Match" or "No Record Found" on a credit inquiry.

(2) A medium risk level assessment is assigned to applicants for service having the following criteria:

- No collection judgements
- Collection accounts have been paid
- No or minimal (3) charge-off accounts
- Various degrees of delinquency history from 30-180 days, but paid in full or current at time of scoring.

(3) After six (6) months of service, risk level assessment will be determined by Behavioral Scoring.

GENERAL TERMS AND CONDITIONS

2.28 POST BILLING TOLL BLOCK (Cont'd)

B. Description (Cont'd)

1. A risk level assessment process determines applicants … (Cont'd)

b. Behavioral Scoring, based on Company payment history, will establish a risk assessment for existing residential customers. Applicants for service will be assessed using Behavioral Scoring after a six (6) month service period has been established. Existing customers, for the purpose of this tariff, are those customers with an active account on the effective date of this tariff.

(1) A high risk level assessment is assigned to existing customers for service having the following criteria:

- Six (6) or more telephone bills not paid by the due date or in full during the preceding 12 months
- Three (3) or more Non-Sufficient Fund (NSF) checks for telephone bill payments during the preceding 12 months
- Two (2) or more service denials due to nonpayment during the preceding 12 months
- Six (6) or more reminder notices on account during the preceding 12 months

(2) A medium risk level assessment is assigned to existing customers having the following criteria:

- Telephone bills not paid on time and in full five (5) or more times during the preceding 12 months
- No more than two (2) NSF checks for telephone bill payments during the preceding 12 months
- No more than one (1) service denial due to non-payment during the preceding 12 months
- No more than 5 reminder notices on account during preceding 12 months

2. A residential customer with a delinquent account will be given a grace period of three business days from the "please pay date" or due date of the bill to make payment before Post Billing Toll Block is initiated.

GENERAL TERMS AND CONDITIONS

2.28 POST BILLING TOLL BLOCK (Cont'd)

B. Description (Cont'd)

3. The following access will be blocked:
   - 0+
   - 1+900/976/700
   - 000 1+
   - 1+555+1212
   - 1+NPA+555+1212
   - All Incoming Collect Calls
   - All Collect, Third Number, and Credit Card Calls Billed to Blocked Number

4. Access to local calling area, including Extended Area Service (EAS), emergency services (911), information service (1+411), 1+800/888+, and Operator (0-) will not be blocked.

5. A recording will advise the customer that toll blocking has been imposed when dialing or billing attempts are initiated. Once the customer has been blocked, the block will only be removed if the delinquent amount is paid.

6. A reconnection charge is not applicable when the customer's toll service is unblocked.

7. After the Post Billing Toll Block is initiated, the normal late payment treatment notices will be sent, and if payment is not received or payment arrangements made, a temporary suspension and finally a permanent disconnect service order will follow in accordance with the Company's established tariff policies and the Commission's rules.

8. Any applicant for service who disputes his or her rating as determined by the National Credit Bureau will be referred to that Bureau to review their personal credit assessment.

2.29 TELEPHONE NUMBERS

A. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.

B. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business in accordance with Rule 9.08 of the Commission's Telecommunications Providers Rules.

GENERAL TERMS AND CONDITIONS

## 2.30 TRANSFER OF CONTRACTS (SUPERSEDURE)

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that service is being rendered provided an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.

## 2.31 TERMS OF PAYMENT

A. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of an authorized user. The Company will render billing to the customer of record, and that customer shall be responsible for all charges.

B. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to governmental agencies.

C. Bills are payable when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments. The due date of the bill shall not be less than fourteen (14) calendar days after the date the bill is mailed. These terms of payment apply to all services contained in this tariff.

D. For billing purposes, each month is presumed to have thirty days.

**E. Prorating of Opening and Closing Bills** (N)

**Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle.** (N)

## 2.32 UNDERTAKING OF THE COMPANY

The Company does not undertake to transmit messages but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these tariffs.

## 2.33 UNAUTHORIZED USE OF SERVICE

The service is furnished subject to the condition that there will be no unauthorized use of the service. Unauthorized use of the service includes the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for that service.

GENERAL TERMS AND CONDITIONS

## 2.34 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

A. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten-Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company's services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

B. Application for Support

1. E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

2. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

GENERAL TERMS AND CONDITIONS

## 2.34 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

C. Receipt of Support

1. E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts to the Customer's invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer's account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

2. Other Funding Sources

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer's account or with a check corresponding to the appropriate amount of Support based on Service received.

GENERAL TERMS AND CONDITIONS

## 2.34 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

D. Failure to Obtain Support

1. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.

2. The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.

3. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

GENERAL TERMS AND CONDITIONS

## 2.35 TROUBLE ISOLATION CHARGE (A.K.A. MAINTENANCE OF SERVICE CHARGE)

### A. Description

The Trouble Isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble, and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

This charge is waived for customers who have inside wire protection, unless CenturyLink determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.

### B. Application

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an Inside Wire Maintenance Plan before a Company technician is dispatched
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device)
- The service difficulty or trouble is in Company-maintained equipment or wiring
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment

### C. Rates

| | | |
|---|---|---|
| Per occurrence, business and residence | $**149.00** | (I) |

GENERAL TERMS AND CONDITIONS

## 2.35 INSIDE WIRE MAINTENANCE PLANS (A.K.A. INSIDE WIRE PROTECTION)

A. General

See Brightspeed_wireprotection_agreement_1.pdf applicable terms and conditions for business and residence inside wire maintenance plans. (T)

An Early Termination Fee as described in the aforementioned service agreement will apply when a customer who is subscribed to an inside wire maintenance plan under a nine-month minimum commitment period discontinues the plan prior to the end of the commitment period.

B. Rates

| | |
|---|---|
| Residence, Per Line | $**16.00** (I) |
| Business, Per Line | **15.00** (I) |

## 2.36 OBSOLETE/GRANDFATHERED SERVICES

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

## DEFINITIONS

ACCESSORIES - Denote devices which are mechanically attached to, or used with, the communicating devices furnished by the Company and which are independent of, and not electrically connected to the conductors in the communications path of the telecommunications system.

APPLICATION - A request made verbally or in writing for telephone service and including a request for a change in existing service.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, PBX or private-line service or channel is located and who may communicate over such channels in accordance with the terms of the Tariff.

BASE RATE - A scheduled rate for any class of exchange service available within the base rate area.

BUILDING - The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures connected by an enclosed passage way in which the wires or cables of the Company may be placed without exposure to outside electrical circuits or the weather. In no case can a conduit be considered an enclosed passage way.

BUSINESS SERVICE - Telephone service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

CENTRAL OFFICE LINE - A circuit directly connecting an individual line main station, PBX switchboard, or an intercommunicating system with a central office.

CHANNEL - An electrical path provided by the Company between two or more stations or central offices for the transmission of information or intelligence. A channel may be furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

COIN TELEPHONE SERVICE - See "PUBLIC TELEPHONE."

COMMITTED INFORMATION RATE (CIR) - The term "Committed Information Rate (CIR)" denotes the maximum information rate at which customer traffic will be admitted to the Frame Relay network without being designated eligible for discard.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY - CenturyTel of Northwest Arkansas, LLC.

DEFINITIONS

CONNECTING ARRANGEMENT - Denotes the equipment used to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating a toll line or one or more central offices and with whom the Company interchanges traffic.

CONNECTION CHARGE - See "SERVICE CHARGES."

CONSTRUCTION CHARGE - A separate initial charge for the construction of facilities in excess of that contemplated under the rates quoted in the exchange tariffs.

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.

CONTRACT - The agreement between a customer and the Company under which services and facilities are furnished in accordance with the applicable provisions of the tariffs.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT - Devices, apparatus and/or their associated wiring provided by a customer, which are used with the network control signaling unit, data set or other station equipment furnished by the Company.

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

**DESIGN SERVICE - A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).** (N) (N)

DIAL SWITCHING EQUIPMENT - A unit of electromechanical or electronic switching used in a central office or in connection with a PBX/PABX system.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic or inductive coupling.

DIRECTORY LISTING - A publication in the Company's alphabetical directory and/or directory assistance records, of information relative to a customer's number, by which telephone users are able to ascertain the call number of a desired station.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the point of demarcation on or at the building in which the station or switchboard is located.

EXCESS BURST RATE (B(e)) - The term "Excess Burst Rate (B(e))" denotes the data rate above Committed Information Rate at which customer data will be admitted to the Frame Relay network. All Excess Burst data admitted to the network will be designated discard eligible.

## DEFINITIONS

EXCHANGE ACCESS LINE - The serving central office line equipment, and all outside plant facilities needed to connect the serving central office with the customer premises.

EXCHANGE LINE - Any circuit connecting an exchange station with a central office.

EXCHANGE SERVICE - Telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing the facilities provided for local intercommunication together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

A. Access Line: A telephone facility which permits access to and from both the customer's premises and the telephone exchange or serving central office.

B. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

C. Foreign Central Office Service: A classification of exchange service furnished to a customer in a multioffice exchange from a central office other than the one from which service would normally be furnished.

D. Foreign Exchange Service: A classification of exchange service furnished to a customer from an exchange other than the one from which he would normally be served.

E. Individual Line Service: A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

F. Message Rate Service: A classification of non-coin box exchange service which is charged for on the basis of amount of use.

G. Semipublic Service: A classification of coin box exchange service furnished for use at locations, which in the opinion of the Company, are generally not suitable for the installation of public telephones.

H. Public Service: A classification of coin box service established for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public.

EXCHANGE STATION - A station connected by means of an individual line or party line with a central office.

EXTENDED AREA SERVICE - Interexchange telephone service furnished at a flat rate between one or more exchange areas.

DEFINITIONS

EXTENSION BELL - A bell on the same circuit and operating in connection with the signaling device at the station location.

EXTENSION LINE - A circuit connecting an additional telephone or extension bell with the telephone circuit to which the main telephone is connected or a Private Branch Exchange telephone with a Private Branch Exchange Switchboard.

FLAT-RATE SERVICE - See "EXCHANGE SERVICE."

FOREIGN ATTACHMENT - Equipment or facilities not owned or furnished by the Company which are attached or connected to, and used with, exchange telephone service.

FOREIGN CENTRAL OFFICE - SEE "EXCHANGE SERVICE."

FOREIGN EXCHANGE 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 point of demarcation, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - See "EXCHANGE SERVICE."

GRANDFATHERED EQUIPMENT - Equipment listed by the FCC which may be connected to access services of the Company.

HARM - Harm consists of hazards to personnel, damage to Company facilities, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE **(A.K.A. ONE-PARTY LINE)** - See "EXCHANGE SERVICE."

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment (whether or not retained by the customer for such minimum length of time).

INSIDE WIRE - All wire or cable located on the customer's side of the demarcation point that connects customer premises equipment (CPE) to the telephone network.

INSTALLATION CHARGE - A nonrecurring charge which may apply in place of or in addition to Service Charges and other applicable charges for the installation of service or equipment.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

DEFINITIONS

INTERCONNECTION - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

KEY TELEPHONE SET - A telephone set equipped with keys or buttons in the mounting.

LIMITED SERVICES - Service and equipment grandfathered to existing customer at existing locations.

LOCAL CHANNEL - Denotes the element of a private line service required for connecting customer premises to its serving wire center.

LOCAL MESSAGE - See "MESSAGE."

LOCAL SERVICE - A type of localized calling whereby a customer can complete calls from his station to other stations within a specified area without the payment of long-distance charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished customers under a specific schedule of rates without toll charges. A local service area may include one or more exchange areas under extended area service rates.

LONG DISTANCE MESSAGE - See "MESSAGE."

MAIN TERMINAL - The initial termination of a central office line on a customer's premises.

MAXIMUM BURST RATE (MBR) - The term "Maximum Burst Rate (MBR)" denotes the maximum information rate at which customer traffic will be admitted to the Frame Relay network. Traffic rates in excess of MBR will be automatically discarded on ingress to the network. Maximum Burst Rate is equal to the sum of Committed Information Rate (CIR) and Excess Burst Rate, B(e).

MESSAGE - Messages may be classified as follows:

A. Local Message: A communication between telephone instruments located within the same local service area.

B. Toll Message: A communication between two station instruments in different exchange areas for which a toll charge is applicable.

MILEAGE - The measurement upon which charges are computed for foreign exchange, foreign central office, extension, tie line and private line services.

DEFINITIONS

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment (whether or not retained by the customer for such minimum length of time).

MOBILE TELEPHONE SERVICE - A communication service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

MOVE - A change in the location on the same premises of the customer's equipment, which does not involve a change in the class or grade of service, the rate charged for service furnished or a break in the continuity of the contract under which the service is furnished.

NETWORK CONTROL SIGNALING - The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect, and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE - A standard registration program jack or equivalent provided by the Company as a part of exchange **access, or** Private Line Service. All premises services will connect to the telecommunications network through the Network Interface. (D)

NONLISTED SERVICE - A telephone number associated with an exchange station which, at the request of the customer, has the listing omitted from the telephone directory but is on records available to the general public upon request.

NONPUBLISHED SERVICE - A telephone number which, at the customer's request is not listed in the telephone directory and the telephone number is not released by the directory assistance operator.

NONRECURRING CHARGE - A one-time charge associated with certain installations, charges or transfers of services either in lieu of or in addition to recurring monthly charges.

NOTICE - See "SUSPENSION NOTICE."

ONE-PARTY LINE (1-PTY) – See “Individual Line”.

PERMANENT VIRTUAL CIRCUIT (PVC) - The term "Permanent Virtual Circuit (PVC)" denotes a logical channel defined in software, that establishes a path from one customer port to another.

PORTABLE TELEPHONE - A telephone instrument equipped with plug-ended cord for use with a jack terminated circuit.

DEFINITIONS

PREMISES - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

A. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other customers.

B. Any communications system or its component which has the capability to automatically select or direct a line from a group or groups of lines in a predetermined fashion shall be classified as a PBX/PABX System.

C. Lines (circuits) equipment and facilities ordinarily furnished in connection with PBX service include the following:

1. PBX Trunk: A circuit connecting a PBX system with a central office.

2. PBX Main Station: Any station connected with a PBX switchboard or dial PBX switching equipment.

3. PBX Extension Station: A station which is bridged to the same station line as the PBX main station.

4. TIE Line: A circuit connecting two PBX systems.

PRIVATE BRANCH EXCHANGE TRUNKS - See "PRIVATE BRANCH EXCHANGE SERVICE."

PRIVATE LINE - A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PUBLIC TELEPHONE - An exchange station, either attended or equipped with a coin-collecting device, designed and placed for use by the public in general at locations chosen or accepted as suitable by the Company.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment registered in accordance with the FCC Rules and Regulations.

DEFINITIONS

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RURAL SERVICE - Service furnished to customers outside the Base Rate Area but within the Exchange Area.

SCHOOL-TO-HOME - An arrangement provided to permit education of handicapped students unable to attend classes. It may be furnished in other cases where the service will meet the requirements of the customer.

SERVICE CHARGES - Charges applicable for the establishment of customer service.

**SPECIAL DESIGN SERVICE – See "Design Service."** (N)

SPECIAL RATE AREA - A portion of an exchange area in which special base flat rates apply.

STATION - A unit of service, complete with a station instrument and line, so arranged as to permit sending and receiving messages through the exchange and long-distance network.

A. Company Station: A communication device for which the central office equipment, access line and station equipment are owned and maintained by the Company and provided as a part of the telecommunications service function, and which is connected for exchange toll service.

B. Exchange Station: A Company station instrument used for exchange service and is directly or indirectly connected with a central office.

C. Extension Station: An additional station instrument connected on the same circuit as the main station and subsidiary thereto.

D. Main Station: A station, directly connected by means of an individual line circuit or by a toll circuit with a central office or toll operating units.

E. Private Branch Exchange Station: For purposes of accounting, each operator's set used in connection with a Private Branch Exchange switchboard is considered a Private Branch Exchange station instrument. There may be Private Branch Exchange main and extension station instruments connected to a Private Branch Exchange system, the relation being exactly the same as an extension station instrument from the main station instrument of an ordinary central office line. All station instruments connected to a Private Branch Exchange switchboard are accounted for as Private Branch Exchange station instruments, without separation as between operator's sets, main or extension station instruments.

SUBURBAN AREA - The territory outside of the Base Rate Area but within the exchange where Suburban and Rural Services are furnished at established rates.

DEFINITIONS

SUBURBAN SERVICE - Service furnished to customers outside the Base Rate or Special Rate Area(s) but within the exchange area without mileage charges.

SUSPENSION NOTICE - The written notice sent to a customer notifying him that his service will be suspended.

SUPPLEMENTAL SERVICES OR FACILITIES - Services or facilities other than primary telephone service.

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

TELEPHONE COMPANY - See "COMPANY."

TELETYPEWRITER - An electrically controlled form of typewriter upon which typewritten messages may be sent and received between similar typewriters when connected by a wire circuit.

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE LINE - A circuit connecting two PBX systems for the purpose of interconnection between the stations connected with such systems.

TIE LINE MILEAGE - The measurement on which the rates for tie lines connecting customers' switchboards are based.

TOLL CENTER - A telephone switching center at which the operations function (message timing, switching and recording) takes place in connection with the provision of toll message service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

DEFINITIONS

TOLL MESSAGE – A message between stations in different exchange areas and furnished under the provisions of the applicable Toll Tariff.

A. Person-to-Person Toll Message: A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.

B. Station-to-Station Toll Message: A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

C. Collect Message: A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.

D. Third Number Message: A toll message in which associated charges are billed neither to the calling station nor to the called station but rather to a station not involved in the message.

E. Calling Card Message: A toll message in which associated charges are billed to a credit card number issued to either the called or calling party.

TOLL SERVICE – Toll service (long-distance service) is that part of the total telephone service rendered by the Company which is furnished between customers and different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TRUNK LINE – A circuit over which customers' messages are sent between two central offices or between a central office and a PBX system.

UNDERGROUND SERVICE CONNECTION – A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

(D)
(D)

LOCAL EXCHANGE SERVICE

## 4.1 LOCAL RATE SCHEDULES

### A. General

1. Local Exchange Service

   The rates for Local Exchange Service, shown under B. Rates, are subject to the conditions set forth herein and the regulations which govern the provision of service. The regulations are set forth in Section 2, GENERAL REGULATIONS, of this tariff and in the Commission's Telecommunications Providers Rules.

2. Local Exchange Rates

   a. Rate Group Classifications are determined by the minimum grade of service offered in each exchange. (See 2.b)

   b. Two Local Exchange Rate Schedule**s** are included herein; see Sheet 10.

      (1) Schedule "A" and Schedule “B” encompasses those exchanges in which the minimum class and grade of service offered are no less than the following:

         (a) Within the Base Rate Area and Outside the Base Rate Area - Business Individual Line (B1) and Residence Individual Line (R1) Services.

   c. Rates within Schedules "A" and “B” have specific monthly rates for the various classes and grades of service.

   d. The rate schedule is shown in paragraph A.5.

3. Service Upgrades - Only Individual Line Service is available. (1)

(1) Multiparty Service is eliminated as of July 1, 1997, as established by the Commission in Rule 9.06 of the Commission's Telecommunications Providers Rules.

LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

4. Taxes, **Fees and Surcharges** (T)

**a. Service may be subject to federal, state and/or local taxes at the prevailing rates. Such taxes are listed as separate line items on Customer's invoice, are not included in the rates and charges listed herein, and shall be paid by Customer in addition to the rates and charges stated in this *Local Terms of Service.***

**b. To the extent that a municipality, other political subdivision or agency of government, or the Commission imposes upon and collects from Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from Company within the territorial limits of such municipality, other political subdivision or agency of government.** (T)

LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

4. Taxes, **Fees and Surcharges** (Cont'd)

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LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

4. Taxes**, Fees and Surcharges** (Cont'd) (T)

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LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

4. Taxes, **Fees and Surcharges** (Cont'd)

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LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

5. Exchange Listing

| Exchange Name | EAS Points | EAS Rate Group | Rate Sched. | Conversion Date |
|---|---|---|---|---|
| Alma | Mulberry | 1 | A | |
| Altus | Ozark | 2 | A | 02-13-97 |
| Atkins | Dover, Hector, London, Russellville | 3 | A | |
| Bald Knob | None | -- | A | 02-13-96 |
| Bay | None | -- | B | 12-01-95 |
| Boles | Waldron | 2 | A | 06-10-97 |
| Booneville | Blue Mountain, Magazine | 1 | A | 02-01-97 |
| Caraway | None | -- | B | 12-07-96 |
| Centerton | None | -- | A | 02-25-96 |
| Centerville | Dardanelle | 2 | A | 11-01-95 |
| Charleston | None | -- | A | 02-07-97 |
| Clarendon | None | -- | B | 06-28-97 |
| Clarksville | Hartman, Lamar, Salus | 2 | A | |
| Dardanelle | Centerville | 1 | A | |
| Dover | Atkins, Hector, London, Russellville | 3 | A | |
| Dumas | None | -- | A | 02-07-97 |
| Elm Springs-Cave Springs | Springdale (Tontitown) | 3 | A | 03-04-96 |
| Garfield | Gateway (Seligman, MO) Pea Ridge (Jacket, MO) | 1 | A | 01/01/97 |
| Gateway | Garfield, Pea Ridge (Jacket, MO), (Seligman, MO) | 1 | A | 11/13/96 |
| Gentry | Colcord (OK) | 1 | A | 01/25/97 |
| Gould | None | -- | A | 09/22/96 |
| Greenwood | Hackett | 1 | A | |
| Hackett | Greenwood, Midland Hartford | 2 | A | 11/01/96 |
| Hartman | Clarksville, Lamar, Salus | 2 | A | 04-01-97 |
| Hector | Atkins, Dover, London, Russellville | 3 | A | |
| Holly Grove | None | -- | B | 06-28-97 |

LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

A. General (Cont'd)

5. Exchange Listing

| Exchange Name | EAS Points | EAS Rate Group | Rate Sched. | Conversion Date |
|---|---|---|---|---|
| Lake City | None | -- | B | 06-30-97 |
| Lamar | Clarksville, Hartman, Salus | 2 | A | 03-10-96 |
| Leachville | None | -- | B | 06-30-97 |
| London | Atkins, Dover, Hector, Russellville | 3 | A | |
| Manila | None | -- | B | 01-07-97 |
| Mansfield-Huntington | | None | -- | A 06-04-97 |
| Maysville | None | -- | A | 01-25-97 |
| Midland-Hartford | Hackett | 1 | A | 06-01-97 |
| Monette | None | -- | B | 11-28-96 |
| Mountainburg | None | -- | A | 05-11-97 |
| Ozark | Altus | 1 | A | 01-16-97 |
| Paris | Ratcliff, Scranton, Subiaco | 1 | A | 02-19-97 |
| Pea Ridge | Garfield, Gateway (Seligman, MO), (Jacket, MO) | 1 | A | |
| Pleasant Plains | None | -- | A | |
| Ratcliff | Paris, Scranton, Subiaco | 2 | A | 03-19-97 |
| Russellville | Atkins, Dover, Hector, London | 2 | A | |
| Salus | Clarksville, Hartman, Lamar | 2 | A | 06-28-97 |
| Scranton | Paris, Ratcliff, Subiaco | 2 | A | 05/13/97 |
| Siloam Springs | None | -- | B | 05/22/96 |
| Star City | None | -- | A | 03/22/96 |
| Subiaco | Paris, Ratcliff, Scranton | 2 | A | 09/30/96 |
| Sulphur Springs | None | -- | A | 05/28/97 |
| Tillar | None | -- | A | 03/07/97 |
| Trumann | None | -- | B | 09/16/96 |
| Waldron | Boles | 1 | A | 04/10/97 |
| Winslow | None | -- | A | 05/07/96 |

LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

B. Rates

1. Local Exchange Rates

| | Residence Individual (1-PTY)/ Centrex Lines | Business Individual (1-PTY)/ Centrex Lines | **PBX Trunks** | Customer Owned Pay Telephone Service and Coin Lines |
|---|---|---|---|---|
| Schedule "A" Exchanges with No EAS Points | $**29.50** (I) | $**45.00** (I) | $**45.00** (I) | $18.01 |
| Schedule "A" Exchanges in EAS Rate Groups 1, 2, and 3 | **29.50** (I) | **45.00** (I) | **45.00** (I) | 18.01 |
| All Schedule "B" Exchanges | **29.50** (I) | **45.00** (I) | **45.00** (I) | 18.01 |

LOCAL EXCHANGE SERVICE

## 4.1 LOCAL RATE SCHEDULES

### B. Rates

#### 1. Local Exchange Rates (Cont'd)

| $31.00 Key Trunk Exchanges | |
|---|---|
| Alma | Lamar |
| Altus | London |
| Atkins | Mansfield |
| Bald Knob | Midland |
| Booneville | Mountainburg |
| Centerton | Ozark |
| Charleston | Paris |
| Clarksville | Pea Ridge |
| Dardanelle | Pleasant Plains |
| Dover | Ratcliff |
| Dumas | Russellville |
| Elm Springs | Salus |
| Garfield | Scranton |
| Gentry | Star City |
| Gould | Subiaco |
| Greenwood | Sulpher Springs |
| Hackett | Tillar |
| Hartman | Waldron |
| Hector | Winslow |

| $38.00 Key Trunk Exchanges | |
|---|---|
| Bay | Leachville |
| Caraway | Manila |
| Clarendon | Monette |
| Holly Grove | Siloam Springs |
| Lake City | Trumann |

LOCAL EXCHANGE SERVICE

4.1 LOCAL RATE SCHEDULES (Cont'd)

B. Rates

2. Extended Area Service Rates (1)

Rates listed below are in addition to the Local Exchange Rates for those exchanges having Extended Area Service. See Exchange Listing (A.5 preceding) for applicable Local Exchange Rate Schedules and Extended Area Service Rate Groups.

| Type of Service | Rate Group 1<br>1 – 3,000 | Rate Group 2<br>3,001 - 18,000 | Rate Group 3<br>18,001+ |
|---|---|---|---|
| Residential | $0.00 | $0.00 | **$0.00** (R) |
| Business | 0.00 | 0.00 | 0.00 |
| Customer Owned Pay Tele-phone Service and Coin Lines | 2.10 | 2.75 | 4.15 |

3. Telecommunications Relay Services

CenturyTel of Northwest Arkansas, LLC concurs in Southwestern Bell Telephone Company L.P's Telecommunications Relay Services, as set forth in the Southwestern Bell General Exchange Tariff.

4. Telecommunication Equipment Fund

On March 1, 1995, the Arkansas Legislature passed and signed ACT 501. This act requires all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month per access line from all customers. The access line surcharge is a source of funding to provide telecommunication devices for persons who are deaf, hard of hearing, deaf/blind, or speech impaired. The access line surcharge levied under this Act shall be collected by the LECs from its customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund.

The surcharge to provide Telecommunication Devices for persons who are deaf, blind, or speech impaired is $.02 per customer access line per month.

(1) The EAS Rates specified are applicable to EAS Routes in place as of June 1, 1995. If any EAS Routes are added after June 1, 1995, new EAS Rates will be established.

LOCAL EXCHANGE SERVICE

## 4.1 LOCAL RATE SCHEDULES (N)

**B. Rates (Cont'd)**

**5. Fire Reporting Equipment**

**a. General**

**Fire Reporting Service is furnished in the interest of the public safety by means of equipment located in a central office of the company through which any exchange customer may make an announcement to several exchange stations simultaneously.**

**b. Rates**

| Exchange | Monthly Rate |
|---|---|
| **Russellville** | **$33.17** |

(N)

## 4.2 USAGE PRICING SERVICE (1)

A. General

1. Usage Pricing Service provides an optional exchange area telephone service subject to the application of usage charges in addition to monthly rates. Usage charges are based upon the frequency, duration, distance and time-of-occurrence of completed calls. Monthly rates are recurring monthly amounts charged for connection to the telephone network.

2. Usage Pricing Service is only available to residential one party customers residing in the exchanges listed in D.

(1) Limited to existing customers at existing locations. Extended Area Service rates do not apply.

LOCAL EXCHANGE SERVICE

4.2 USAGE PRICING SERVICE (1) (Cont'd)

B. Rates

The following rates apply in addition to all other rates and charges for associated service and equipment items.

Line Hunting Service is available in conjunction with Usage Pricing Service.
For rates see Section for LINE HUNTING SERVICE.

1. Access Line Rates

| | PLAN I Monthly Rate | PLAN II Monthly Rate |
|---|---|---|
| Inside the Base Rate Area Residence | | |
| One-Party | $7.59 | $8.09 |

2. Usage Pricing Service Rates (2)

Usage Charges

| | | PLAN I | | PLAN II | |
|---|---|---|---|---|---|
| Zone | Airline Miles | Per Call | Per Min. | Per Call | Per Min. |
| 1 | Home Exchange (NXX) | $0.04 | $0.015 | $0.07 | $0.03 |
| 2 | 0 - 10 | .04 | .02 | .07 | .04 |
| 3 | 11 - 20 | .04 | .025 | .07 | .05 |

(1) Limited to existing customers at existing locations. Extended Area Service rates do not apply.
(2) GSEC varies.

LOCAL EXCHANGE SERVICE

4.2 USAGE PRICING SERVICE [1] (Cont'd)

B. Rates (Cont'd)

3. Discount periods on Usage

a. A 50% discount on Night Periods will be applied for calls placed between 10 p.m. and 8 a.m.

b. The discount period for set up and first minute is determined by the time of connection as marked by the electronic billing equipment at the central office of the calling station.

c. The discount period for each additional minute is determined by the rate period in which the beginning of each additional minute occurs.

4. Application of Rates and Charges.

a. Total Monthly Charge = Monthly Rate + Usage Charges for set up (charge per call) and duration (charge per minute or fraction thereof) to all zones called.

b. There will be no charge for calls to the Company Business Office, Repair Service, Emergency Numbers (Fire & Police) or for local calls which require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.

c. Zones beyond Zone 1 are exclusive of the home exchange.

d. Within six (6) months of the initial service offering, customers may change from one Usage Pricing Plan to another or revert to their original local exchange service one time without application of service charges. After the initial six month period has expired, all applicable service charges shall apply.

5. Mileage charges apply to off-premises line extensions (on continuous or noncontinuous property), including PBX/PABX trunks, tie lines, private lines and leased pairs. All mileage is measured on an airline basis unless otherwise indicated.

**(1) Limited to existing customers at existing locations. Extended Area Service rates do not apply.**

LOCAL EXCHANGE SERVICE

4.2 USAGE PRICING SERVICE [1] (Cont'd)

C. Call Detail Billing

1. Call Detail Billing can be provided to customers upon request. Detail billing is available on a going forward basis only. Previous month(s) detail is not available.

2. Call Detail Billing includes the date, connect time, duration and called number for each call.

3. Rates and Charges

a. The following charges apply for each billing period (minimum of one month) for which the service is furnished.

| | | Monthly Rate | Nonrecurring Charge |
|---|---|---|---|
| (1) | Monthly Itemized Billing, per account | $1.75 | $ (*) |
| (2) | Each Call Printed | 0.02 | -- |

**[1] Limited to existing customers at existing locations. Extended Area Service rates do not apply.**

(*) Service Charges apply. See Section 6.

LOCAL EXCHANGE SERVICE

4.2 USAGE PRICING SERVICE [1] (Cont'd)

D. Exchange Listing & Zone Designation

| Exchange | Called EAS Exchange | Zone | Prefix |
|---|---|---|---|
| Alma | Mulberry | 3 | 632 |
| Atkins | Russellville | 3 | 641 |
| | Dover | 3 | |
| | Hector | 3 | |
| | London | 3 | |
| Dardanelle | Centerville | 2 | 229 |
| Dover | Russellville | 2 | 331 |
| | Atkins | 3 | |
| | Hector | 2 | |
| | London | 2 | |
| Greenwood | Hackett | 2 | 996 |
| Hackett | Greenwood | 2 | 638 |
| | Midland-Hartford | 2 | |
| Hector | Russellville | 3 | 284 |
| | Atkins | 3 | |
| | Dover | 2 | |
| | London | 3 | |
| London | Russellville | 2 | 293 |
| | Atkins | 3 | |
| | Dover | 2 | |
| | Hector | 3 | |
| Russellville | Atkins | 3 | 964 |
| | Dover | 2 | 968 |
| | Hector | 3 | 967 |
| | London | 2 | |

[1] **Limited to existing customers at existing locations. Extended Area Service rates do not apply.**

LOCAL EXCHANGE SERVICE

## 4.3 LOCAL MEASURED SERVICE (LMS) (1)

A. General

1. Local Measured Service provides for measured calling to all points within the existing non-toll calling area. Local Measured Service is only available in the exchange of Lake City.

2. Business and residence individual line customers have the option of maintaining their current telephone service or changing to local measured service.

3. Normal service charges for existing customers will be waived for one conversion to and/or from the local measured service offering within any 12 month period when no activity other than this service change takes place. Changes in excess of this allowance will be billed applicable service charges.

4. All customer lines at a given location must be arranged for local measured service and equipped for outward calling. Group billing will be provided on rotary and PBX trunks.

5. Local usage charges will not apply on calls to the Company Business Office or Repair Service, Directory Assistance, Long Distance Carrier Access Trunks or for Emergency Service as found in the local exchange telephone directory.

6. Local Measured Service will not be provided for Foreign Exchange, Public and Semipublic Service.

7. Normally, Local Measured Service calls will be on a direct dial basis, however, at the customers option, these calls may be billed to a credit card, third number or on sent-collect basis. Operator handling charges, as specified under B.3.(C)1), will apply in addition to the normal usage charge.

(1) Limited to existing customers at existing locations.

LOCAL EXCHANGE SERVICE

4.3 LOCAL MEASURED SERVICE (LMS) (1) (Cont'd)

B. Rates and Charges (Cont'd)

1. Basic access line rates will **be** $**32.00** for a business line **and $20.00 for a Key Line**. (I)(N)

2. Usage charges which consider frequency, duration, and time-of-day are in addition to the basic access line charge.

3. Rates for calls within the existing non-toll calling area.

a.

| Usage | 1st MOU | Add'l MOU |
|---|---|---|
| Exchange | $0.05 | $0.02 |

b. Time of Day Discounts
For calls placed in the below listed time periods, discounted charges will apply as described:

| Time | Percent Discount |
|---|---|
| Night (11 P.M. - 8 A.M.) | 50% |

c. Additional Charges (See also Section 5, GENERAL SERVICES - Operator Assisted Local Calls)

(1) The following charge is in addition to the basic usage charge when the call is placed requiring operator handling.

| | |
|---|---|
| Dial Credit Card Station-to Station | $0.35 |
| Operator Station-to-Station | 0.90 |
| Person-to-Person | 2.50 |
| Detail billing showing all calls placed from customer telephone, per call | 0.03 |

(1) Limited to existing customers at existing locations.

LOCAL EXCHANGE SERVICE

## 4.4 LIFELINE **ASSISTANCE PROGRAMS**

### 4.4.1 Federal Lifeline Program

**See CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS, Section A, for the purpose of administering the Federal Lifeline Program.**

### 4.4.2 State Lifeline Program - Not Applicable

### 4.4.3 Tribal Lifeline Program

**See CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS, Section C, for the purpose of administering the Federal Lifeline Program.**

### 4.4.4 Link-Up Program

**See CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS, Section D, for the purpose of administering the Link-Up Program.**

LOCAL EXCHANGE SERVICE

4.4 LIFELINE **ASSISTANCE PROGRAMS** (Cont'd)

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LOCAL EXCHANGE SERVICE

4.4 LIFELINE SERVICE (Cont'd)

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LOCAL EXCHANGE SERVICE

4.5 **COMPANY** LINE VOLUME PLAN (CLVP) (C)

A. **Terms and Conditions**

**See Brightspeed Local Terms of Service: Company Line Volume Plan ("CLVP") for the description, terms and conditions for CLVP. (See Application and Reference section for URL.)**

**Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer's account falls below the minimum line requirements.** (C)

(D)

(D)

LOCAL EXCHANGE SERVICE

4.5 **COMPANY** LINE VOLUME PLAN (CLVP) (C)

**B**. RATES (T)

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month [1]

| Two, Three, Four and Five Year Term Rates | | | | |
|---|---|---|---|---|
| Exchange | Tier/Minimum Line Requirement | | | |
| | 10 – 49 Lines | 50 – 499 Lines | 500 – 999 Lines | 1000 – 3000 Lines |
| Bald Knob, Centerton, Charleston, Dumas, Gould, Mansfield-Huntington, Maysville, Mountainburg, Pleasant Plains, Star City, Sulpher Springs, Tillar, Winslow | $21.01 | $21.01 | $21.01 | $21.01 |
| Bay, Caraway, Clarendon, Holly Grove, Lake City, Leachville, Manila, Monette, Siloam Springs, Trumann | 21.51 | 21.51 | 21.51 | 21.51 |
| Alma, Booneville, Dardanelle, Garfield, Gateway, Gentry, Greenwood, Midland-Hartford, Ozark, Paris, Pea Ridge, Waldron | 23.11 | 23.11 | 23.11 | 23.11 |
| Altus, Boles, Centerville, Clarksville, Hackett, Hartman, Lamar, Ratcliff, Russellville, Salus, Scranton, Subiaco | 23.76 | 23.76 | 23.76 | 23.76 |
| Atkins, Dover, Elm Springs-Cave Springs, Hector, London | 25.16 | 25.16 | 25.16 | 25.16 |

2. Optional Services

LVP Feature Package, per line/ trunk, per month

| Number of Lines (Tier)/Minimum Line Requirement | Two Year Term | Three - Five Year Terms |
|---|---|---|
| 10 - 49 | $ 5.00 | $ 5.00 |
| 50 - 499 | 5.00 | 5.00 |
| 500 - 999 | 5.00 | 5.00 |
| 1000 - 3000 | 5.00 | 5.00 |

[1] Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE

A. Telecommunications Relay Service Local Calls — No Charge

B. Customer Owned Pay Telephone Service

1. General

Customer Owned Pay Telephone Service (COPTS) is an exchange line service provided at the request of a certified COPTS provider for telecommunication use.

Customer Owned Pay Service Telephone is provided for use with Individual Line Service.

The carriage and completion of local and intraLATA toll messages are provided by the Company.

Customer Owned Pay Telephone Service (COPTS) is provided subject to the condition that telephone messages (local and long-distance) placed from stations which are accessible to the public are completed over COPTS lines (or other Public or Semipublic lines). Where COPTS is provided, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment.

Customer owned pay telephone instruments may not be attached to other types of access lines. A subscriber must use a separate COPTS line for each customer owned pay telephone installed except for inmate telephone service as specified on Sheet No. 6. Off-premises extensions to customer owned pay telephones are not permitted.

2. Responsibility of the Customer

The customer shall be responsible for the installation, operation, and maintenance of any customer owned pay telephone instruments used in connection with this service. In addition, the customer is responsible for meeting all federal, state, and local statutes with respect to the provision of customer owned telephone instruments in accordance with all hearing-impaired an handicapped person requirements.

Customer owned pay telephone instruments must be connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations and have the following operational characteristics except as specified for Inmate Service on Sheet No. 6.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

2. Responsibility of the Customer (Cont'd)

a. Must be capable of providing access to all locally available long-distance companies where provisions for interexchange calling is provided.

b. Must be able to access the "Operator" where 911 is not available at no charge to the calling party.

c. Must be able to access 911 Emergency Service, when available, at no charge to the calling party.

d. For calls to 1411 or 1+555-1212 Directory Assistance, the COPTS Subscriber will be charged the rate specified in Section 5 of the tariff.

e. The appropriate emergency number (Operator, 911) must be clearly posted at each location of a customer owned pay telephone.

f. Must clearly indicate procedures for obtaining a refund from the customer and that the customer owned pay telephone is not being provided by the Company. (The Company is not responsible for refunds of coins deposited in customer owned public pay telephones).

g. Must be equipped to return the coins to the caller in the case of an incomplete call.

h. The telephone number of the line must be displayed on each instrument.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

3. Violations of Regulations

Where any customer owned pay telephone is used and/or connected in violation of this Tariff, the Company will promptly notify the customer of the violation.

4. Optional Service Features

a. Call Screening

Where facilities permit, the customer may subscribe to Call Screening at the rates in Section E below.

(1) Selective Class of Call Screening provides customers with a choice of originating call screening options when an operator services system is involved in the processing of a call. Options include screening toll calls to be billed to a credit card, a third number or collect to prevent operator assisted sent-paid calls from being processed.

(2) Billed Number Screening prevents the billing of incoming collect and/or third number billed calls to the customer's telephone number.

b. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPTS Answer Supervision will be provided for use with COPT Service as specified in this tariff schedule to assist in determining when billing for a specific call should commence.

c. International Blocking Service

The Telephone Company, upon request, will provide end office blocking of only end user direct dialed 011+ and 10XXX+011+ calls from a coin customer's location. This optional service is offered on a per line basis where facilities permit.

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(D)

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

4. Optional Service Features (Cont'd)

d. 900 Call Restriction

The Telephone Company, upon request, will provide blocking of all Intrastate numbers that are preceded by a 900 prefix.

| | Nonrecurring Charge |
|---|---|
| 900 Call Restriction, per line | N/A |

5. Rates and Charges

a. Customer Owned Pay Telephone Service will be offered for business individual line service at the rates shown in Section 4 of this tariff for Business Service, Individual Line.

b. Service charges as shown in Section 6 of this tariff are applicable.

c. Listings in connection with Customer Owned Pay Telephone Service are furnished under the same rates and regulations as other business service.

d. Directory Assistance charges are applicable as specified in Section 5 of this tariff.

e. Optional Features

| | | Monthly Rate |
|---|---|---|
| (1) | Answer Supervision, per line | $5.55 |
| (2) | Selective Class of Call Screening | $1.71 |
| (3) | Billed Number Screening | $1.00 |
| (4) | International Blocking | (NRC) 19.95 |
| (4) | 900 Call Restriction | (NRC) N/A |

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

6. COPTS Inmate Telephone Service

The customer has the option to connect customer provided line concentrator terminal equipment to this service. Customer Provided Line Concentrator Terminal equipment are interconnect devices which provide the customer with the capability to connect more than one customer owned pay telephone to a single Customer Owned Pay Telephone access line. This type of terminal equipment is to be connected to the Customer Owned Pay Telephone access line in accordance with the provisions of Section 2, Connection with Customer-Premises Equipment and Facilities found in this tariff.

Subject to other applicable provisions of this tariff, the following provisions also apply to COPTS Inmate Telephone Service:

- May be arranged by the administrator to restrict or block incoming calls, block access to certain telephone numbers, limit the telephone numbers inmates may call, and limit the duration of the calls.

- May be arranged to block Directory Assistance (1411) and 911 calls.

- Shall be programmed to allow only "0+" collect calls for local, and intraLATA and interLATA toll calls and to block all other calls.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

7. COPT - Coin Line Service

a. General

(1) Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-local Exchange Company customer-owned pay telephones.

(2) COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

(3) A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a COPT Coin Line are not permitted.

(4) Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

(5) The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber' s equipment.

(6) The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

(7) The carrage and completion of local and intraLATA toll messages are provided by the Company.

(8) COPT Coin Line Service will be provisioned where technically and economically feasible.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

7. COPT - Coin Line Service (Cont'd)

b. Features

(1) Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

(2) Service is provided on a one-way or a two-way basis at the customer's option.

(3) Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

(4) Billed Number Screening is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

(5) Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.

(6) Central office 900 and 976 blocking is provided.

(7) Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.

(8) All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator services system.

(9) All 0+ interLATA calls are routed to the presubscribed carrier.

(10) Coin sent paid InterLATA calls from COPT Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the requested coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

7. COPT - Coin Line Service (Cont'd)

c. Responsibility of the Subscriber

(1) The subscriber is subject to the requirements for COPT Service as set forth previously.

(2) The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

(3) Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.

(4) It is the subscriber's responsibility-to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

d. Rate Regulations

(1) No charge will be imposed for incoming calls.

(2) Sent-paid local calls will be rated by the Central Office.

(3) Operator assisted sent-paid local calls will be rated to the end-user plus the appropriate additive operator service charges as specified in Section 5 of this Tariff. Non-sent paid local calls will be rated to the end-user plus any appropriate additive operator service charges as specified in Section 5 of this Tariff.

(4) Operator assisted sent-paid toll calls will be rated to the end-user at the long distance rate, plus any appropriate additive operator service charges. Non-sent paid Long Distance Service calls will be rated to the end-user at the long distance rate plus any appropriate additive operator service charges.

GENERAL SERVICES

5.1 COIN TELEPHONE SERVICE (Cont'd)

B. Customer Owned Pay Telephone Service (Cont'd)

7. COPT - Coin Line Service (Cont'd)

d. Rate Regulations (Cont'd)

(5) The appropriate ser`vice charges as specified in Section 6 of this Tariff are applicable for each COPT Coin Line installed, moved, or changed.

(6) Calls to 1411 or 1+555-1212 Directory Assistance will be charged the rate specified in Section 5 of this Tariff.

(7) Subscribers to Customer-Owned Pay Telephone (COPT) Coin Line Service may be listed in the directory as specified in Section 5 of this Tariff.

e. Rates and Charges

(1) COPT Coin Line Service is provided on a fixed monthly rate and per line basis. The rates are found in Section 4 of this tariff.

GENERAL SERVICES

## 5.2 CUSTOM CALLING SERVICES

**As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.** (N) (N)

A. General

Custom Calling Services are optional telephone service arrangements which provide customer-controlled communications services on individual service lines. Custom Calling Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary be central office equipment type but can be described generally as:

1. Call Forwarding

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long 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. Call Forwarding is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Call Forwarding appear in Section 5, Sheets 42 and 43.

2. Call Forward Busy (Fixed)

This service, permanently activated, provides customers the ability to redirect incoming calls to preselected line number when such incoming calls encounter a normal busy line condition.

3. Call Forward No Answer (Fixed)

This service, permanently activated, provides customers the ability to redirect incoming calls to a preselected line number when such incoming calls encounter a no answer condition after a specific number of rings.

4. Call Forward Busy/No Answer (Fixed)

This service, permanently activated, provides customers the ability to redirect incoming calls to a preselected line number when such incoming calls encounter either a normal busy line condition or a no answer conditions.

5. Call Forward Busy/No Answer (Variable)

This service allows calls to either a party who does not answer or a busy line to be routed to an alternate specified directory number. The alternate specified directory number may be in the same switching office or may be reached via local toll trunks.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

6 Call Forwarding - Variable - Multipath

Allows a Call Forwarding - Variable customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath service, the "call forwarded to" number must be in a hunt group.

7. Call Screening

Enables the customer to restrict outgoing operator handled and direct dialed toll calls from the service point to only those calls which are charged to the called number, a third number or to a calling card account. Incoming screening prevents collect or third number calls from being billed to the line.

8. Call Waiting/Cancel Call Waiting

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

Cancel Call Waiting which provides the customer the ability to disable the Call Waiting service for the duration of one call will also be provided as an adjunct service where available. The service is activated by dialing a special code prior to placing a call or during an established call. It is automatically deactivated when the customer disconnects from the call. When Cancel Call Waiting is activated, anyone calling the number will receive the normal busy treatment.

9. Remote Call Forwarding

Allows calls placed to a customer's telephone number in one central office to automatically be forwarded by Company central office equipment to another customer designated line located outside that central office's serving area.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

10. Distinctive Ring **(a.k.a. Custom Ring)** (T)

This service allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and "Distinctive Ring" number, will have a unique 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 this tariff will apply for the main number. **The second telephone number does not include a directory listing.** (C)

11. Speed Call 8 and 30

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Customer may subscribe to only one of either the 8-Code capacity or 30-Code capacity on the same line.

12. 3-Way Calling

Permits a customer to add a third party to an existing conversation. When a customer is on a call and wishes to call a third party, he depresses the hookswitch. This places his first call on hold and three short tones are heard signifying the 3-Way Calling mode has been accessed. The customer will receive dial tone and may dial the telephone number of the desired third party. When the third party answers, the second party remains on hold, permitting private conversation between the customer and the third party. The 3-way connection can then be established by flashing the hookswitch once, permitting the customer, the second party and the third party to converse.

The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

3-Way Calling is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive 3-Way Calling appear in Section 5, Sheets 36.

13. Toll Control

Prevents unauthorized persons from making calls to toll points. The Toll control feature will not be able to access any "1+" numbers or operator assisted numbers ("0+" and "0-"). The Toll Control feature is offered with Tel-Teen Service only.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS)

Custom Calling Local Area Signaling Service (Class ) is a group of Custom Calling Services offered to single line residential and single line business customers subscribing to one party local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Class services are applicable only to calls placed to/from compatible central offices within the customer's Signaling System (SS7) calling area offering the service.

Operator assisted calls are designed to override the service calls for emergency purposes.

Coin phones will not be enabled with Class services, just as they are not enabled with other Custom Calling Services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the services will be permitted.

Class will not be offered to customers in conjunction with direct inward dial service. Class calls received from or placed to these customers may have the capability to interact with all the services.

Description

Busy Redial *66 - is 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. Busy Redial *66 is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Busy Redial *66 appear in Section 5, Sheet 36.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

Description (Cont'd)

Call Return *69 - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is dialed automatically. 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 calling party is alerted with a distinctive ring signifying that the call may now be completed. Call Return *69 is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Call Return *69 appear in Section 5, Sheet 36.

Call Block - 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.

Call Trace * 57 - allows the customer to immediately and automatically trace the last incoming call received from a local service are in which Custom Local Area Signaling Services (Class) features are offered. Upon the customer's request the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Trace *57 performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, customer agrees that CenturyTel shall not be liable for damages due to an inability to trace the call(s). Call Trace *57 will be the only nuisance call tracing service available to residential one party and business one party customers where this Class feature is offered.

Selective Call Accept *64 **– GRANDFATHERED**- allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally. (T)

Note: CLASS is a registered servicemark of Bellcore.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

Description (Cont'd)

Selective Call Forward *63 - is 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 Forward *63 is activated, only calls from the pre-specified numbers will be forwarded.

Selective Call Rejection*60 permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. SCR is activated or deactivated by dialing the appropriate codes. Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Calling Service Feature functions.

Special Call Waiting (1) - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting, and Special Call Waiting on the same line.

VIP Alert **(a.k.a. Priority Call)**- allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (T)

Caller ID Number Only – is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

(1) Restricted to existing customers at existing locations.
Note: Class is a registered servicemark of Bellcore.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

Description (Cont'd)

Caller ID Number Only (Cont'd)

For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. The calling telephone number is unavailable from calls made through some large PABX systems, from most cellular radio calls, and currently from interexchange carrier calls. Nor is the calling telephone number made available when incoming calls have been handled by an operator or charged to credit cards.

Customers subscribing to Caller ID Number Only will be responsible for the provision of compatible display equipment. The Telephone Company assumes no liability for any incompatibility of the customer provided display equipment.

Telephone numbers transmitted via Caller ID Number Only are intended solely for the use of the Caller ID Number Only subscriber. Resale is prohibited.

Selective Blocking (Per Call) - allows customers, in areas where Caller ID - Number is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.

Complete Block (Per Line) - Allows a single line customer to make all calls with the delivery of the calling number identification marked as "private" to the people being called. If the preassigned access code is dialed, the calling number will be delivered on the next call placed. This option is only available to law enforcement agencies and private domestic violence intervention agencies.

These services are available where facilities permit.

Caller ID is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service.

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling name and telephone number display by activating Selective Blocking (Per Call). Complete Block (Per Line) also functions the same as previously described in this section of the document.

Note: Class is a registered servicemark of Bellco

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

Description (Cont'd)

Anonymous Call Block (ACRJ)

Anonymous Call Block (ACRJ) allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking service that prevents the delivery of their number to the called party. When ACRJ is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit or screen phone will display the number of the calling party. At that time, the customer can decide whether to answer the call or not.

a. Utilization of this service requires the use of a Call Waiting-ID compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this customer provided equipment is the responsibility of the customer.

b. The Company assumes no liability, and will be held harmless, for any incompatibility between the customer's equipment and this service.

c. All terms and conditions, including rates, for the other services associated with the line are as described in the service specific sections of this document. Those service must be ordered separately.

d. This service is furnished on a where-available basis and is subject to the availability of facilities. The service is only available to single-line business and residence customers. It is not available to DID or Coin Telephone services. It will be available only to certain types of PBX systems depending on the customer's equipment, as well as the central office limitations.

Note: Class is a registered servicemark of Bellcore.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

Description (Cont'd)

Call Waiting ID alerts the customer that there is … (Cont'd)

e. To use this service, the customer must not have Cancel Call Waiting activated.

f. Customers wishing to have Call Waiting ID must also subscribe to Call Waiting/ Cancel Call Waiting and Caller ID-Number or Caller ID-Name and Number.

g. The customer must request Call Waiting ID although there are no additional charges for this feature.

h. Service charges as specified in Section 6 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID Number Only or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID Number Only or Caller ID, no service charges shall apply.

15. Privacy Protector - works to intercept unidentified callers. Calls that can be identified by routed to an announcement, which states that the called party does not accept calls from telemarketers. Callers are advised to hang up if they are a telemarketer or press 1 if they are not a telemarketer. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must also subscribe to Caller ID.

16. Outbound Call Block Feature - Blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Services are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence Individual Line Local Exchange Service customers.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates

1. Service Charges apply in addition to any listed nonrecurring charges, except that the Company may waive certain applicable service charges during promotions as follows:

   a. Special promotions in all exchanges equipped with available facilities.

   b. Introductory promotions in exchanges where Custom Calling Services become available because of technological changes.

   c. Company will file notification under Docket 86-033A with the Arkansas Public Service Commission 30 days in advance of any introductory promotions.

2. Service Charges are not applicable when provided in conjunction with the original installation of another service.

| | Monthly Rate |
|---|---|
| 3. Individual Services | |
| a. Call Forwarding, per line [1] | |
| Business | $**5.00** (I) |
| Residence | **5.00** (I) |
| b. Call Forwarding - Variable Multipath, per calling path | |
| Business | **5.00** (I) |
| Residence | **5.00** (I) |

[1] Multiple Feature Discounts do not apply to Usage Sensitive Calling Features.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate |
|---|---|
| 3. Individual Services | |
| c. Call Screening, per line | |
| (1) Incoming | |
| (a) Third number | |
| Business | 2.50 |
| Residence | 2.50 |
| (b) Collect Call | |
| Business | 2.50 |
| Residence | 2.50 |
| (c) Third Number and Collect Call | |
| Business | 4.00 |
| Residence | 4.00 |
| (2) Outgoing** | |
| Business | 7.50 |
| Residence | 7.50 |
| d. Call Forward Busy (Fixed), per line | |
| Business | $**3.00** (I) |
| Residence | **3.00** (I) |
| e. Call Forward No Answer (Fixed), per line | |
| Business | **3.00** (I) |
| Residence | **3.00** (I) |
| f. Call Forward Busy/ No Answer (Fixed), per line | |
| Business | **6.00** (I) |
| Residence | **6.00** (I) |

** Calls to Company repair service and public emergency service will be permitted from an outgoing screening number.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate | |
|---|---|---|
| 3. Individual Services | | |
| g. Call Forward Busy/No Answer (Variable), per line | | |
| Business | $7.00 | |
| Residence | 7.00 | |
| h. Call Waiting/Cancel Call Waiting, per line | | |
| Business | 6.00 | |
| Residence | 6.00 | |
| i. Remote Call Forwarding, per line (1) | | |
| Business | **33.00** | (I) |
| Residence | **29.50** | (I) |
| j. Remote Call Forwarding, Additional path | | |
| Business | **33.00** | (I) |
| Residence | **29.50** | (I) |
| k. Distinctive Ring (a.k.a. Custom Ring), per line | | |
| Business | 7.20 | |
| Residence | 7.20 | |
| l. Speed Call 8 and 30 | | |
| 1) Speed Call 8, per line | | |
| Business | $5.00 | |
| Residence | 5.00 | |
| 2) Speed Call 30, per line **(2)** | | |
| Business | 6.00 | |
| Residence | 6.00 | |

(1) A three (3) month minimum service period applies

(2) Effective May 21, 2021, Speed Call 30 is grandfathered. Availability to existing customers is limited to current lines in service at existing locations.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate | |
|---|---|---|
| 3. Individual Services | | |
| m. 3-Way Calling, per line [2] | | |
| Business | 5.00 | |
| Residence | 5.00 | |
| n. Call Waiting, Call Forwarding, 3-Way Calling and Speed Call 30, per line [1] | | |
| Business | **14.00** (I) | |
| Residence | **14.00** (I) | |
| o. Outbound Call Block Feature | | |
| Business | 5.00 | |
| Residence | 5.00 | |

(D)
(D)

[1] Restricted to existing customers only.
[2] Multiple Feature Discounts do not apply to Usage Sensitive Calling Features.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate |
|---|---|
| 3. Individual Services | |
| p. Call Forwarding and Speed Call 8 (1) | |
| Business | $**10.50** (I) |
| Residence | **10.50** (I) |
| q. Call Waiting and 3-Way Calling (1) | |
| Business | $**11.00** (I) |
| Residence | **11.00** (I) |
| r. Call Waiting and Call Forwarding (1) | |
| Business | $**11.00** (I) |
| Residence | **11.00** (I) |
| s. Call Waiting and Speed Call 8 (1) | |
| Business | $**11.00** (I) |
| Residence | **11.00** (I) |
| t. Call Waiting, Call Forwarding, and 3-Way Calling (1) | |
| Business | $**16.00** (I) |
| Residence | **16.00** (I) |

(1) Restricted to existing customers only.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate |
|---|---|
| 3. Individual Services | |
| u. Call Waiting, 3-Way Calling, and Speed Call 8 (1) | |
| Business | $**16.00** (I) |
| Residence | **16.00** (I) |
| v. Call Forwarding, 3-Way Calling, and Speed Call 8 (1) | |
| Business | $**15.00** (I) |
| Residence | **15.00** (I) |
| w. Call Waiting, Call Forwarding, and Speed Call 30 (1) | |
| Business | $**10.00** (I) |
| Residence | **10.00** (I) |
| x. Call Waiting, Call Forwarding, Call Forward Busy No Answer, 3-Way Calling, Speed Call 8 (1) | |
| Business | $**7.00** (I) |
| Residence | **7.00** (I) |

(1) Restricted to existing customers only.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate | |
|---|---|---|
| 4. Packaged Services | | |
| a. Calling Plan II | | |
| Call Waiting, Cancel Call Waiting, Call Forwarding, Speed Call 8, 3-Way Calling, per line | | |
| Business, per line [3] | $10.50 | |
| Residence, per line [3] | 10.50 | |
| b. Distinctive Ring **(a.k.a. Custom Ring)** with a Calling Plan II, per line [2] | | (T) |
| Business [3] | 7.20 | |
| Residence [3] | 7.20 | |

[1] Includes the touch call feature.
[2] Applicable Smart Ring rate when the customer has Calling Plan II.
[3] Restricted to existing customers only.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Nonrecurring Charge [1] | Rate Per Month |
|---|---|---|
| 5. CLASS Service | | |
| Busy Redial *66, per line [1] | | |
| Business | | $7.20 |
| Residence | | 6.00 |
| Call Return *69, per line [1] | | |
| Business | | 7.20 |
| Residence | | 6.00 |
| Call Block, per line **[2]** | | |
| Business | | 7.14 |
| Residence | | 5.00 |
| Selective Call Accept *64, per line [3] | | |
| Business | | 5.00 |
| Residence | | 5.00 |
| Selective Call Forward *63, per line | | |
| Business | | 7.20 |
| Residence | | 5.00 |
| Selective Call Rejection *60, per line | | |
| Business | | 7.14 |
| Residence | | 5.00 |
| Special Call Waiting, per line [2] | | |
| Business | | 6.00 |
| Residence | | 6.00 |
| VIP Alert **(a.k.a. Priority Call)**, per line | | (T) |
| Business | | 5.00 |
| Residence | | 5.00 |

Appropriate Service Charges from Section 6 apply.
Note: CLASS is a registered service mark of Bellcore.
[1] Multiple Feature Discounts do not apply to Usage Sensitive Calling Features.
**[2]** Restricted to existing customers only.
[3] Effective May 21, 2021, Selective Call Accept *64 is grandfathered. Availability to existing customers is limited to current lines in service at existing locations.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Nonrecurring Charge (1) | Rate Per Month |
|---|---|---|
| 5. CLASS Service (Cont'd) | | |
| Calling Plan 4400, each line (2) (Includes Call Waiting, Busy Redial *66, Call Return *69 and Call Block) Residence | | **15.00** (I) |
| Calling Plan 4900, each line (2) (Includes Call Waiting, Cancel Call Waiting, Call Forwarding, Speed Call 8, 3-Way Calling, Busy Redial *66, Call Return *69, VIP Alert and Call Block) Residence | | **18.00** (I) |

(1) In addition to the appropriate Service Charges from Section 6.
(2) Restricted to existing customers at existing locations.
Note: CLASS is a registered Servicemark of Bellcore.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

| | Rate Per Month (1) |
|---|---|
| 5. CLASS Service (Cont'd) | |
| Caller ID Number Only (4) | |
| Business | $13.80 |
| Residence | 10.00 |
| Selective Blocking (Per Call) | 0.00 |
| Complete Block (Per Line) (2) | 0.00 |
| Caller ID | |
| Business | 13.80 |
| Residence | 10.00 |
| Anonymous Call Block (ACRJ) **(4)** | |
| Business | **5.00** (I) |
| Residence | **5.00** (I) |
| Call Waiting ID - (per line) (3) | |
| Business | 2.00 |
| Residence | 2.00 |

(1) Appropriate Service Charges from Section 6 apply.
(2) Restricted to law enforcement agencies and private domestic violence intervention agencies.
(3) Customer will also pay existing tariff rates for both Call Waiting and either Caller ID Number or Caller ID.
(4) Grandfathered to existing customers at their present location.

Note: CLASS is a registered Servicemark of Bellcore.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

C. Conditions

1. Custom Calling Services may be provided on individual lines, Private Branch Exchange trunks and key business lines and may not be provided in conjunction with Coin Telephone Services.

2. The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls, therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.

3. When the Remote Call Forwarding customer requests a number change for the call forwarding location, the number to which calls are forwarded to or both, Service Order Charges as specified elsewhere in this tariff apply.

4. Remote Call Forwarding may not be terminated in a coin telephone.

5. Identification of the originating telephone number will not be provided to Remote Call Forwarding customers.

6. Transmission quality may vary depending on the routing required, thus Remote Call Forwarding is not represented as suitable for transmission of data or for being forwarded again at the distant location.

7. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls without interfering or impairing services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding facilities are needed to avoid interference with or impairment of services offered, the customer will be required to subscribe to such additional facilities.

8. The Remote Call Forwarding terminating telephone or line may not be equipped with the Call Forwarding or Remote Call Forwarding service.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

C. Conditions

9. Call Charges

a. The originating station is responsible for all charges on calls placed to the Remote Call Forwarding number as specified elsewhere in this document.

b. The calling party is responsible for toll charges associated with calls between the originating telephone and the call forwarding location. The Remote Call Forwarding customer is responsible for the applicable customer dialed station-to-station charges associated with messages between the call forwarding location and the terminating telephone. On local calls, the Remote Call Forwarding customer is responsible for the payment of applicable measured service usage charges, the local area calling message charge, or extended area service rates referred to in other sections of this document.

10. Remote Call Forwarding (RCF) service cannot be used for toll bypass.

11. RCF Service shall not be used in association with Discount or Optional Toll Calling Plans.

12. Each Remote Call Forwarding service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.

13. Remote Call Forwarding Service in association with international calling is restricted.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)
Tel-Teen Service (1)

A. General

Tel-Teen Service is a flat rate second residential line which includes flat rate local usage, directory listing, and a choice of one of four custom feature packages.

The four custom service packages include:

1. 3-Way Calling, Speed Call 8, and Toll Control
2. Call Waiting, Speed Call 8, and Toll Control
3. 3-Way Calling, and Toll Control
4. Call Waiting, and Speed Call 8

Tel-Teen Service will be offered where facilities and operating conditions permit.

In order to subscribe to Tel-Teen Service, there must be primary residential service at the same location and the Tel-Teen Service will be billed to the primary customer.

Tel-Teen Service may not be converted to a regular residential one party line for six months after establishment of the service.

Normal toll charges are applicable for Tel-Teen Service without Toll Control. The primary customer will be responsible for all third party and collect calls charged to the Tel-Teen Service which includes Toll Control.

All normal tariff restrictions on provision, availability of service, and liability of the Telephone Company will apply.

Substitutions of other than the offered custom calling service will not be permitted; however, other custom calling service are available for use with this service at the rates and charges specified in this document.

(1) Restricted to existing customers at existing locations.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)
Tel-Teen Service (4) (Cont'd)

B. Rates

Tel-Teen Service is offered at the residential one party rate (plus the Extended Area Service rate if applicable) for the exchange in which the service is located. Tel-Teen Service includes one of the following custom service packages.

| Tel-Teen Service (1) Custom Service Package | Monthly Rate |
|---|---|
| 3-Way Calling, Speed Call 8, Toll Control (2) (3) (4) | $**7.00** (I) |
| Call Waiting, Speed Call 8, Toll Control (2) (3) (4) | **7.00** (I) |
| 3-Way Calling, Toll Control (2) (3) (4) | **6.00** (I) |
| Call Waiting, Speed Call 8 (2) (4) | **7.00** (I) |

C. Flexible Packaging

Flexible packaging offers a monthly discount on specific Custom Calling and Class services.

Flexible packaging is available to residence individual line customers only. When a customer orders four (4) or more of the eligible services, a discount applies to all of the eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be billed on the same residence account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to qualify for the discount, only the number of services (four).

When a customer subscribes to the quantity of four (or more) of the eligible services, the discount will automatically apply to his/her account.

(1) Service Orders must include the Code for the R1 and the Custom Service Package.
(2) Applicable Service Charges apply.
(3) The Toll Control Code option is offered at no additional charge in offices where available.
(4) Restricted to existing customers at existing locations.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

C. Flexible Packaging (Cont'd)

If the customer removes an eligible service (or services) so that the total number is less than four (4), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual service rate.

The following service are eligible for the flexible packaging discount offering: (1)(2)

Busy Redial *66
Call Return *69
Call Block
Call Forwarding-Variable
Call Waiting/Cancel Call Waiting
Caller ID
Caller ID-Number Only
Distinctive Ring
Selective Call Accept *64
Selective Call Forward *63
Selective Call Rejection *60
Speed Call 8
Speed Call 30
3-Way Calling
VIP Alert

The applicable monthly discount for flexible packaging is **ten** percent (**10**%). (R)

Service charges are NOT applicable, when:

- an order is placed which qualifies the customer for the flexible packing discount, or
- when a flexible packaging customer rearranges his/her services, provided at least four (4) of the eligible services are retained.

(1) Anonymous Call Block is not included toward the threshold for the discount. However, if the threshold quantity is met, these services will also be discounted.
(2) Restricted to existing customers at existing locations.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

D. Choice PAC

Choice PAC offers a monthly discount on specific Custom Calling Services and Class services.

Choice PAC is available to business single line customers only. When a customer orders three (3) or more of the eligible services, a discount applies to all of the eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to qualify for the discount, only the number of services (three).

When a customer subscribes to the quantity of three (or more) of the eligible services, the discount will automatically apply to his/her account.

If the customer removes an eligible services (or services) so that the total number is less than three (3), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual service rate.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

D. Choice PAC (Cont'd)

The following services are eligible for the Choice PAC discount offering: (1)(2) **(3)** (C)

Busy Redial *66
Call Return *69
Call Block
Call Forward Busy/No Answer (Variable)
Call Forwarding-Variable
Call Waiting/Cancel Call Waiting
Caller ID
Caller ID-Number Only
Distinctive Ring
Selective Call Accept *64
Selective Call Forward *63
Selective Call Rejection *60
Speed Call 8
Speed Call 30
3-Way Calling
VIP Alert

(D)

Service charges are NOT applicable, when:
- an order is placed which qualifies the customer for the Choice PAC discount, or
- when a Choice PAC customer rearranges his/her services, provided at least three (3) of the eligible services are retained.

(1) Anonymous Call Block is not included toward the threshold for the discount. However, if the threshold quantity is met, these services will also be discounted.

(2) Restricted to existing customers at existing locations.

**(3) Effective May 21, 2021, the Choice PAC discount was reduced to 0% (zero).** (N)

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

E. Satisfaction Guarantee

If at anytime the customer notifies CenturyTel that he/she is not satisfied with Custom Calling or Class Service, the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC) for that service. If the subscription period is less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to only one credit for each service. CenturyTel will also disconnect the Custom Calling or Class Service, which does not satisfy the customer.

F. Service Charge Application

Upon conversion of a "Stored Program Control" switch in an exchange or during special promotional offerings, a 90 day grace period will follow to allow those customers wishing to subscribe to custom calling services without application of service charges.

For a sixty-day period after a customer establishes service, a customer may add Custom Calling Class services without incurring Service Order Charges.

After the sixty-day period, when a customer adds or changes Custom Calling Services, only the secondary service order charge applies, except with flexible packaging or Choice PAC.

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

G. Usage Sensitive Calling Features

Charges for usage sensitive calling features are in addition to any usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are covered in tariff sections specific to that particular call type, and are not impacted by the application of a per use charge.

Multiple feature discounts do not apply to usage sensitive calling features.

1. Rates

| Features | Minimum Charge Per Activation or Use * Res/Bus |
|---|---|
| Busy Redial *66 | $**1.50** (I) |
| Call Forwarding | $**1.50** (I) |
| Call Return *69 | $**1.50** (I) |
| Call Trace *57 | $5.95 |
| 3-Way Calling | $**1.50** (I) |

* Usage sensitive rates for all features except Call Trace *57 will not exceed $**10.00** per month. Call Trace *57 will not exceed $29.75. (I)

GENERAL SERVICES

5.2 CUSTOM CALLING SERVICES (Cont'd)

G. Usage Sensitive Calling Features

2. Conditions

(D)
|
(D)

Call Trace *57 permits the customer to initiate an automatic trace of the last completed incoming call immediately after the call is terminated. Call Trace *57 is billed per successful trace invoked by the customer.

If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

If the trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording the telephone conversation. The Company will not provide any call detail which results from a trace to the customer subscribing to Call Trace *57. The Company will provide the call detail of a successful trace only to the appropriate law enforcement authorities when the Company receives a proper request.

If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Manual Call Tracing. This may occur when, in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. When the customer is located in an office that is not equipped for Custom Calling Local Area Signaling Service features or linked to appropriate facilities, Manual Call Tracing may be invoked.

3-Way Calling - The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc. Access to the per use capability can be restricted at the customer's request at no charge.

GENERAL SERVICES

## 5.3 DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service to customer-premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.

2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and toll network directly to the demarcation point associated with switching equipment located at the customer's premises.

3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.

4. The rates and charges for the service, as provided in B. following, are in addition to all applicable charges for PBX service with which this service is associated and the applicable network access line and connecting arrangement charges.

5. The operational characteristics of the interface signal 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.

6. The Company shall not be responsible to the customer or authorized user if changes in protection criteria, facilities, or Company operating procedures render the customer's facilities obsolete or otherwise affect its use or performance.

7. Directory listings will be provided in accordance with the regulations for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.

8. The customer-premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.

9. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements. When equipment or service arrangement of a special type is requested and provided, rates and charges are based on the costs incurred to meet the individual requirements of the customer.

GENERAL SERVICES

5.3 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

A. General

10. The minimum contract period for DID Service is one year. In the event of discontinuance of DID Service, a termination charge equal to the monthly rate for the remainder of the minimum contract period is due.

11. In addition to the rates and charges specified in B., appropriate service connection, move, change and installation charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID Service.

B. Rates and Charges

| | MonthlyRate |
|---|---|
| DID Trunk Terminations, per trunk | $25.00 |
| DID Station Numbers | |
| Block of 20 numbers (1) | 8.00 |
| Block of 100 numbers (2) | 22.00 |

| | Nonrecurring Charge |
|---|---|
| Service Installation Charge (3) | $150.00 |

5.4 DIRECT INWARD – OUTWARD DIALING (DIOD) SERVICE

A. General

1. Direct Inward-Outward Dialing (DIOD) Service is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with a two- or four-wire connection at the customer's premises. Touch Calling is a required feature of this service. Rotary hunt does not apply.

(1) Blocks of 20 DID numbers are only available when served by a digital central office.
(2) Blocks of 100 DID numbers are available when served by a non-digital central office.
(3) The $150.00 Non-recurring Charge applies to the initial database set-up. Service Charges also apply as appropriate for primary and subsequent orders.

GENERAL SERVICES

## 5.4 DIRECT INWARD – OUTWARD DIALING (DIOD) SERVICE

B. Conditions

1. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations, and charges for DID service apply to DIOD service.

2. The customer is responsible for providing intercept on assigned unused telephone numbers associated with DIOD service.

3. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.

4. DIOD service is provided from Central Offices equipped to provide this service and subject to the availability of facilities.

5. If a customer's normal serving Central Office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company Central Office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service.

6. When DIOD service becomes available or is subsequently requested from the Central Office that normally serves the customer, the service may be transferred to the normal serving Central Office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial non-recurring charges and service charges as appropriate.

7. A change in Central Office equipment could require the customer to discontinue the service or obtain service from another Central Office. CenturyTel makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of Central Office Equipment.

8. The combining of flat rate, or message rate service is prohibited.

9. DIOD service works in conjunction with Direct Inward Dialing (DID) service, and the charges specified in C. below are in addition to applicable rates and charges for DID Service.

GENERAL SERVICES

5.4 DIRECT INWARD – OUTWARD DIALING (DIOD) SERVICE (Cont'd)

B. Conditions (Cont'd)

10. Contract Termination Liability:

In the event of early termination, the customer will be required to pay a penalty of 90% of the term monthly rates applied to the initial ordered quantities, for the number of months remaining in the term.

If, before the end of a term agreement, the customer wants to change to a longer term or a different service of the same or greater value with the same or longer term, no termination liability will apply to this change in service. A new termination agreement, based on the new service or term, will replace the original termination agreement.

If, before the end of a term agreement, CenturyTel files and gains appropriate approvals for lower rates for the contracted service, CenturyTel will apply the new lower rates, but the original termination liability remains and will be calculated on the original rates.

C. Rates

1. Equipment arrangement in Utility Central Office necessary to provide in-out dialing from the exchange and message toll network directly to dial switching equipment installed on the customer's premises:

a. DID Numbers -

| | Monthly Rate |
|---|---|
| b. Each Trunk Equipped* | |
| Month-to-month | $ 25.00 |
| One year contract | 8.00 |
| Three year contract | 6.00 |

| | Nonrecurring Charge |
|---|---|
| c. Service Installation Charge** | $100.00 |

* In addition to the charges and rates for other services and facilities including charges and rates applicable to PBX trunks as shown in Section 4 and DID Service as shown in this Section. When this service is provided from a foreign exchange, rates and charges for Foreign Exchange trunks and applicable mileage rates as shown in this document as well as the Southwestern Bell Foreign Exchange Tariff will apply.

** The $100 Non-recurring Charge applies to an initial database set-up. Service Charges also apply as appropriate for primary and subsequent orders (Refer to Section 6).

GENERAL SERVICES

## 5.5 DIRECTORY ASSISTANC SERVICE (DA)

### A. General

The Company furnishes local and intra-NPA long distance Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers.

The rates set forth below apply when customers request assistance in determining the telephone numbers of customers located in the local or Intra-NPA calling area.

### B. Application of Charges

1. Charges for Directory Assistance Service are not applicable to calls received from hospitals, customers who have been certified as unable to use a directory because of a visual or physical handicap or the group or agency having the authority to certify such handicaps.

2. A chargeable call is one which has been answered by the Directory Assistance Operator. The charge applies whether or not the Directory Assistance Operator provides the requested telephone number(s). Credit will not be given for requested telephone numbers that are not found in the directory.

3. A maximum of two requested telephone numbers will be processed per call to Directory Assistance Service.

### C. Rates

1. Where the customer direct dials the Directory Assistance number 1 + 411, 411 or 1 + 555 - 1212 to obtain telephone numbers within the local or intra-NPA calling area, the charge for each call (maximum of two requested telephone numbers per call) is **$6.99** (I)

   (To obtain telephone numbers and number information outside of the local calling area please refer to the Company's National Directory Assistance/Customer Name and Address Service tariff in this Section.)

2. The following surcharges apply, in addition to the direct dial rate, when the customer places a call to Directory Assistance via an operator:

| | Per Call |
|---|---|
| Customer Dialed Calling Card | $0.35 |
| All others (including Operator Assisted sent-paid, third number and credit card) [1] | $1.99 |

[1] Customers identifying themselves as being disabled and unable to dial the call will not be required to pay the surcharge for sent-paid station-to-station calls to DA.

GENERAL SERVICES

## 5.6 DIRECTORY LISTINGS

### A. General

1. The rates and regulations specified herein for Directory Listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.

2. Listings are regularly provided in connection with all classes of exchange service, except public telephone service, unless the customer subscribes to nonpublished or nonlisted service.

3. The alphabetical listing of names does not contemplate special prominence or arrangement.

4. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service.

5. The length of a listing is limited to one line by the use of abbreviations, when in the opinion of the Telephone Company the clearness of the listing and the identification of the customer is not impaired thereby.

6. Directory Listings must conform to the Company's specifications.

7. The contract period for directory listings (where the listings actually appear in the telephone directory) is the directory period except in case the contract for main service is terminated, or in case the listed party moves to a new location or quits business, or in case of the death of the listed party. The contract period for listings not printed in the directory is one month.

8. Directory listing charges date from the time the listing is posted on the information records (except nonpublished service). The customer may subscribe to any of the listing offerings at directory issuance time or between issues of directories, at which time the listing appears on information records only.

9. The Company, in accepting listings from customers or prospective customers, will not be a party to controversy arising from the publication of such listings in its directories.

10. The customer assumes full responsibility for making sure that the listing conforms to all applicable laws and licensing requirements. The Company does not undertake to determine the legal, contractual or any other right to the use of a name or trade name. Nor does the Company undertake to determine whether a customer is required to have a valid occupational or business license, permit or registration from any licensing authority in order to engage in the business listed.

11. The customer agrees to indemnify and hold the Company harmless from any claims, losses, damages or liabilities which arise out of or results from the use of a listing containing a name, address, trade name or any other such similar designation.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

B. Primary Listings

1. One primary listing will be provided without charge, as follows:

a. For each separate customer service. When two or more main station lines or PBX trunks are in a hunting arrangement, only the first number of the group is considered the primary listing. Where two or more main station lines or PBX trunks are not consecutively operated, a primary listing may be made for each line or trunk.

b. For each customer that has Telecommunications for the Speech and/or Hearing Impaired (TDD) Service and request that their listing be identified by adding "TDD Only" or "TDD and Voice" next to the number.

c. For each Semipublic Telephone Service.

2. The primary listing must be the actual name of the customer to whom service is rendered or:

a. In the case of residence service, the name of a member of the customer's family or household. Also, a dual primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. Each given name for purposes of this tariff, is defined as a surname and any combination, not to exceed, two of the following: first name, middle name, initial, nickname or maiden name.

b. A customer with residence service may request that part or all of the address information which would otherwise be listed in the directory be omitted by the Telephone Company. Such omission will be continued in successive directories without further request by the customer until the customer requests publication of part or all of the omitted address information.

c. In the case of a business enterprise, the name of the business or the name of a member, officer, employee, representative thereof, or the name of another business which the customer owns, controls or represents.

d When a business enterprise is represented in the community by a division, branch or department of the business, the primary listing may include the name of the division, branch or department.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

B. Primary Listings (Cont'd)

2. The primary listing must be the actual name of the customer … (Cont'd)

e. Where the service is contracted by one party for the use of a second party, the listing may be in the name of the second party.

f. When the Telephone Company publishes a separate section in its directory for telephone numbers of government offices, the primary listing of the government office will be placed in this section. Additional listings may be purchased by the government office for inclusion in the alphabetical section in which business listings regularly appear.

g. At the request of the customer, the primary listing may be omitted from the directory (nonlisted service) or from both the directory and directory assistance records (nonpublished service). Nonlisted and nonpublished services are furnished subject to the regulations and rates specified herein. The omission of the primary listing does not entitle the customer to an additional listing without charge in connection with other services which he may subscribe.

C. Additional Listing

1. Business additional listings may be the names of partners or members of the firm; if the customer is a partnership or firm, the names of officers of the corporation; if the customer is a corporation, and; for any business establishment; the names of associates or employees of the customer. Business additional listings may be bonafide names of firms or corporations which the customer owns, controls or is duly authorized to represent.

2. Residence additional listings may be the names of members of the customer's family or other persons residing in the customer's household.

3. Regular additional listings are allowed with Semipublic Telephone Service under certain conditions:

- Permanent guests or tenants at the location of a semipublic telephone may subscribe to residence additional listings at the residence additional listing rate.

- Business additional listings are furnished under the regulations as specified in Paragraph C.1 above.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

C. Additional Listing (Cont'd)

4. Permanent guests or tenants of hotels, motels, retirement complexes or boarding houses with Private Branch Exchange Service may subscribe to residence additional listing service at the business additional listing rate, provided approval is obtained from the hotel or motel involved. However, separate billing will not be issued for these instances.

5. Ordinarily, additional listings must show the same address and telephone number as the primary listing. When in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing using the telephone number of the primary listing and the customer premises address at which the customer's extension or private branch exchange station is located may be permitted.

D. Special Types of Additional Listings

1. Alternate Listing

a. An alternate listing refers a calling party to another telephone number during certain periods or under certain circumstances (e.g., after business hours, weekends and holidays, or if there is no answer on the primary listed number).

b. The listing, when necessary, may include both the alternate call number and a phrase directing the method of calling.

c. When the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

2. Cross Reference Listing

a. Cross reference listings may be furnished to customers who change their names, absorb other businesses, or subdivided their business and have authority to continue the use of the old name and when, in the judgement of the Company, they are considered necessary and not intended for advertising purposes.

3. Duplicate Listing

a. Duplicate listings (i.e., listing of nicknames. abbreviated names, names which are commonly spelled in more than one way and rearrangement of names) are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer.

b. The intent of a duplicate listing is not to secure a preferential position in the directory or to advertise a service or commodity.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

D. Special Types of Additional Listings (Cont'd)

4. Extra Line of Information

a. Extra line of information may include supplementary address information, hours of operation, or call instructions such as, a phrase directing the method of calling when a PBX operator is not on duty.

b. An extra line of information listing will only be provided when, in the opinion of the Telephone Company, it facilitates the use of telephone service. It must not be designed for advertising.

E. Nonpublished Service

1. Nonpublished service is the omission of a customer's primary listing from the directory and the Company's information records.

Customers who desire their telephone numbers to be omitted from the Company's directory and directory assistance records may subscribe to nonpublished service.

2. Incoming calls to a customer subscribing to nonpublished service will be completed only when the calling party places the call by the telephone number. The Company will not connect a call to a nonpublished customer on behalf of a caller when the caller does not furnish the telephone number to the Company's operator. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present.

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private telephone number in the directory or disclosing said number to any person shall attach to the Company. 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 private telephone number or disclosing of said number to any person.

Where such a listing is published in the telephone directory, the Company's liability shall be limited to the monthly rate for the charge period during which the error continues.

4. Nonpublished telephone numbers may be released to law enforcement authorities or other agencies in cases involving security, criminal investigations and public safety.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

E. Nonpublished Service Cont'd)

5. The rate for nonpublished service will not apply to the following:

- When the customer has another published number for the same class of service in the same exchange.
- Public Telephone Service.
- Foreign Exchange/Zone Service.
- Temporary Service (service provided for a period of not more than 30 days).
- Local Exchange Service for customers living in hotels, hospitals, retirement complexes, apartments, boarding houses or clubs provided the customer is listed under the telephone number of the establishment.
- **To customers requesting nonpublished service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state administered address confidentiality program or a court-ordered protective order.**

6. Utilization of Call Trace and Call Line Identifier

Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

F. Nonlisted Service

1. Nonlisted service is the omission a customer's listing from the Company's telephone directory. The listing is, however, maintained on directory assistance records and will be furnished upon request to the calling party.

2. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the listing which the customer requested be omitted from the telephone directory. Where such a listing is published in the directory, the Company's liability shall be limited to the monthly rate for the charge period during which the error continues.

**3. Nonlisted Service will be provided free of charge to a customer requesting nonlisted service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

Certain material previously found on this page now appears on Page 46 of this section.

GENERAL SERVICES

5.6 DIRECTORY LISTINGS (Cont'd)

G. Foreign Listing

1. Listing appearing in the alphabetical list of a directory of an exchange other than the exchange in which the listed service is furnished.

2. Foreign listing includes a maximum of two lines; normally, the two lines contain the name, address and telephone number of the customer. If additional listings are required, the additional listing rate applies per line.

3. The minimum contract period for which charges will apply will be the life of the directory payable annually in advance. Foreign listing will be disconnected and a refund made based on the months remaining for the duration of the directory period after the primary service has been discontinued.

4. For the listing of CenturyTel of Northwest Arkansas, LLC customers in directories of other telephone companies, the tariff of the other company shall apply.

H. Rates

Service Charges apply to listings altered after initial service begins.

| | | Business/Residence Monthly Rate |
|---|---|---|
| 1. | Primary Listing | No Charge |
| 2. | Additional Listing (Regular and Special Types of Additional Listings) | $6.00 |
| 3. | Nonpublished and Nonlisted Service | **9.00** (I) |
| 4. | Foreign Listing | 7.00 |

GENERAL SERVICES

## 5.7 DIRECTORY CONNECT PLUS
(aka Directory Assistance Call Completion)

A. General

1. Directory Connect provides an incoming Directory Assistance customer requesting an intraLATA number, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer). A charge is incurred only for answered calls.

2. The mechanized announcement will instruct the caller that for an additional charge the call will automatically be completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Directory Connect surcharge.

3. Customers may request free blocking of Directory Connect calls originating from the telephone lines by contacting the Company's business office.

B. Conditions

1. Directory Connect will only be furnished where facilities and operating conditions permit.

2. 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.

3. This service is furnished solely for the calling purposes of the caller.

4. Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of this Tariff.

5. This offering provides call completion on a Local Access and Transport Area (LATA) basis.

6. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Connect), the surcharge shown under C. following shall apply, per call. The Directory Connect surcharge is in addition to any applicable Directory Assistance and/or IntraLATA local or toll charges. Call allowances as specified under Directory Assistance Service do not apply to Directory Connect.

7. Calls will be completed on a sent paid basis.

GENERAL SERVICES

5.7 DIRECTORY CONNECT PLUS (Cont;d)
(aka Directory Assistance Call Completion)

B. Conditions (Cont'd)

8. Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

9. Directory Connect is not subject to optional calling plan discounts. However, the usage associated with a call completed via Directory Connect will be subject to any applicable discounts.

10. Directory Connect will not be provided to the following services:

a. 800 Service,

b. 976 Service,

c. 900 Service,

d. Customer Owned Pay Telephone Service (COPTS),

e. Feature Group A Service, or

f. Public and Semi-Public Telephone Services

11. Directory Connect charges will be applicable to persons with a visual, physical, or reading handicap.

C. Rates and Charges

| Directory Connect Service | Charge per Call |
|---|---|
| Each Call Completed | $0.00 |

5.8 TELEPHONE CONCESSION SERVICE

A. General

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service may be classified as Official Service and Employee Concession Service.

GENERAL SERVICES

5.8 TELEPHONE CONCESSION SERVICE (Cont'd)

B. Official Service

Official Service is service furnished for the conduct of the Company's business, and is generally furnished through stations located in offices of the Company, or in residences of employees or agents whose duties require that they be readily accessible to call at any time. Official Service is furnished at l00% concession rate on all exchange access service and on all associated service charges.

C. Employee Concession Service

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

5.9 FOREIGN EXCHANGE SERVICE

A. General

1. Foreign Exchange Service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer is located.

2. For the purpose of this tariff, the term "Foreign Exchange" shall mean the exchange from which foreign exchange service is furnished. The term "Normal Exchange" shall mean the exchange normally serving the area in which the customer's premises is located. The term "Interexchange Channel" designates that portion of the Foreign Exchange Service circuit which is provided between the toll rate centers of the foreign and normal exchanges.

3. Foreign Exchange Service does not come within the Company's general undertaking, nor does the Company obligate itself to furnish such service generally, but will do so at its option where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.

4. Foreign Exchange Service may be provided only in connection with private branch exchange trunk lines and individual line business or residence service.

GENERAL SERVICES

5.9 FOREIGN EXCHANGE SERVICE (Cont'd)

A. General (Cont'd)

5. Where the normal exchange is operated by this Company, foreign exchange service is furnished only on the condition that the applicant is a customer to business or residence service, private branch exchange service, or key systems service in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a Foreign Exchange Service customer discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office that the Foreign Exchange Service may be discontinued ten (10) days thereafter.

6. Where the foreign exchange is operated by another Company, Foreign Exchange Service will be provided only when satisfactory arrangements can be negotiated with such Company to furnish a portion of the necessary facilities.

7. Where the facilities and/or equipment are not available and extraordinary facility costs, equipment costs, special operating expenses and/or other special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.

8. Standard extension service may be furnished in accordance with General Exchange Tariffs and extension line mileage charge rates and regulations where applicable. No off-premises extensions will be furnished in connection with foreign exchange service.

9. The use of the service is limited to the customer and his employees for business purposes and in the case of residence service, to the members of his immediate household. If any customer to this service is found to be transferring or transmitting messages for parties (other than authorized above) in the normal exchange area, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the Foreign Exchange Service may be terminated ten (10) days after the date of such notice.

10. Mileage Measurements:

a. Interexchange mileage is the V-H mileage (fractional miles being considered as full miles) between the rate centers of the service points or between the rate center of a service point and the point of connection with the facilities of another company.

GENERAL SERVICES

5.9 FOREIGN EXCHANGE SERVICE (Cont'd)

B. Rates

1. The charge for Foreign Exchange Service is the established monthly service rate and applicable nonrecurring service connection charges of the foreign exchange for the grade of service (individual line business or residence, key system trunks, or PBX and PABX trunks) with which the foreign exchange service is to be associated.

2. The Company concurs in the Southwestern Bell Private Line and Foreign Exchange Tariffs currently filed with and approved by the Arkansas Public Service Commission. Items covered by said tariff include mileage charges, channel terminal charges, point of termination charges, local channel charges, and additional point of termination charges.

3. A Foreign Exchange mileage additive for the portion of the line between the central offices involved is applicable in addition to the rates in 1. and 2. above.

| Airline Measurement | Monthly Rate |
|---|---|
| To 125 miles | $15.00 |
| 125 to 425 miles | 22.00 |
| over 425 miles | 29.00 |

5.10 LINE HUNTING SERVICE

A. General

1. Line Hunting Service provides a feature whereby a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched in sequence until an idle telephone number is connected.

B. Rates

Service Charges apply as found in Section 6.

| | Schedule "A" Exchanges with No EAS Points | Schedule "A" Exchanges in EAS Rate Groups 1, 2, and 3 | All Schedule "B" Exchanges |
|---|---|---|---|
| Line Hunting Monthly rate, per line | **$0.00** (R) | **$0.00** (R) | **$0.00** (R) |

GENERAL SERVICES

## 5.11 INTRAEXCHANGE CIRCUITS

A. General

1. Rates apply to intraexchange extension of station lines, tie lines, and to school-to-home lines.

2. Extensions are those services normally provided on the same premises as the associated primary service.

3. Tie lines are those services normally provided to connect two or more terminals at customer locations.

4. Interexchange mileage is covered by concurrence with the Southwestern Bell Telephone Company Intrastate Private Line Tariff. See Section 8.

5. Each channel or termination from the Central Office is priced separately.

GENERAL SERVICES

5.11 INTRAEXCHANGE CIRCUITS (Cont'd)

B. Rates

| | | Monthly Rate |
|---|---|---|
| 1. | Extension Lines | |
| a. | Exchanges – All exchanges not listed in footnote (1) | |
| (1) | Single pair off premises, per 1/4 mile or fraction | $1.05 |
| (2) | Single pair on premises terminations beyond 150 feet, per 1/4 mile or fraction (2) | |
| b. | Exchanges - All exchanges listed in footnote (1) | |
| (1) | Single Pair off premises, per 1/4 mile or fraction | 0.60 |
| (2) | Single Pair on premises (2) | |
| (a) | First 300 feet | No Charge |
| (b) | For each additional 200 feet of circuit | 0.10 |
| 2. | Tie Line | |
| a. | Tie Line, per 1/4 mile | $1.05 |
| 3. | School-to-Home | |
| a. | First 1/4 mile or fraction | $1.30 |
| b. | Additional 1/4 mile or fraction | 1.30 |

(1) Scranton, Siloam Springs, Star City, Subiaco, Sulfur Springs, Tillar, Trumann, Waldron, Winslow

(2) Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

GENERAL SERVICES

5.11 INTRAEXCHANGE CIRCUITS (Cont'd)

C. Conditions

1. Construction required to furnish exchange circuits at locations outside of a Base Rate Area will be provided according to the LINE CONSTRUCTION SERVICE section of this tariff.

2. Rates are in addition to the rates for the associated service and facilities. Service Charges from Section 6 also apply for installation of the circuits.

5.12 NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

A. General

National Directory Assistance (NDA) will provide the customer with directory listings from **the Company's** directory assistance database. This database will make all **Company** listings available to any operator workstation along with national listings from other provider database(s). **The Company** will provide listings for residential, business, government, **Company toll-free** and local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number. (T) (T) (T) (T)

B. Conditions

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

2. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.

3. 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 the service.

4. The customer will have access to any in-or-out-of-franchise, 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.

5. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of a handicap. (For further detail please refer to Directory Assistance Service, in this section of the tariff).

6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

GENERAL SERVICES

5.12 NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE (Cont'd)

C. Rates

1. For each call to the National Directory Assistance/ Customer Name and Address Service. $ **6.99** (I)

5.13 900 CALL RESTRICTION

A. General

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will be provided in conjunction only with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

B. Rates

1. The following charges apply in addition to the established rates and charges for the services with which this service is associated.

| | Nonrecurring Charge |
|---|---|
| Business, per additional line equipped [1] | $8.00 |
| Residence [2] I.D. Only | No Charge |

C. Conditions

1. The minimum contract period for this service is one month.

2. Nonpayment of 900 call charges will not alone be the cause to disconnect Local Exchange Service.

3. A customer subscribing to this service may not access any 900 telephone numbers.

[1] In addition to the Subsequent Service Order charge from Section 6 of this Local Terms of Service.

[2] Includes residential customer, churches, schools, and charitable organizations.

GENERAL SERVICES

## 5.14 OPERATOR ASSISTED LOCAL CALLS

A. General

1. Operator Assisted Local Calling Service is furnished to customers upon their request to complete local calls.

2. There are three classes of local service offered; Credit Card Calls, Operator Station Calls, and Person to Person.

   a. Calling Card Calls

      Customer dialed "0+" calls are completed by the caller and billed to the caller's calling card instead of the telephone originating the call.

   b. Operator Station Calls

      Customer dialed "0-" calls are completed by the operator who also arranges billing. Calls may be billed to the originating telephone number, calling card, collect or to a third number.

   c. Person-to-Person Calls

      Customer dialed "0-" calls are completed by the operator who also arranges billing. Calls may be billed to the originating telephone number, calling card, collect or to a third number.

3. In addition to the service charge, all local coin calls utilizing operator handling services will be at the local coin rate.

4. The following operator assisted local calls are exempt from the service charges:

   - Calls to designated Company numbers for official telephone business.

   - Emergency calls to recognizable authorized civil agencies.

   - Those cases where a Company Operator provided assistance to:

   - Reach the called number where problems prevent subscriber dial completion.

   - Reestablish a call which has been interrupted after the called number has been reached.

   - Place a noncoin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

GENERAL SERVICES

5.14 OPERATOR ASSISTED LOCAL CALLS (Cont'd)

B. Rates

The following service charges for operator assisted local calls apply in addition to the applicable local dial rate.

| Per Call | Rate |
|---|---|
| Customer Dialed Calling Card | $0.35 |
| Operator Station (including operator assisted sent-paid, collect, third number and credit card calls) | 0.90 |
| Person-to-Person | 2.50 |

5.15 PRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE

A. General

1. Private lines are circuits furnished and maintained by the Company. They are for private use and are equipped at each terminal with telephone or telegraph instruments or other signaling devices, and not connected for exchange or toll service.

2. The minimum contract term is one month where facilities are available. Where facilities are not available or the provision of private line service necessitates unusual expenditure, or where other special considerations are involved, the customer may be required to contract for service beyond the initial period.

3. For construction and installation charges and rates and regulations for special equipment, see Section 2, GENERAL REGULATIONS.

4. Private lines are not furnished for use in connection with telephone equipment or circuits not furnished by the Company except when the applicant is the United States Government Department of Defense, and the head of the department or his authorized representative shall notify the Company in writing that such connection is necessary for reasons of military necessity or national welfare, or when the applicant is a party to the Agreements for Oil, Natural Gas, Pipe Line, Railway, and Power and Light Companies, and when such privileges are extended under these agreements.

5. All instruments and apparatus used in connection with private lines and not supplied by the Company must be of a type approved by the Company and the FCC.

GENERAL SERVICES

5.15 PRIVATE LINES AND EQUIPMENT – INTRAEXCHANGE (Cont'd)

B. Mileage Measurement

1. Local Channels or Networks

Mileage between point within the same exchange area will be the airline distance as Measured on a standard scale map in the Company office

a. Local Channels Connecting Only Two Customer Locations

Where a private line is furnished to connect only two customer locations, the mileage charge will be the airline mileage between connected premises. A one mile minimum mileage applies for each local two point channel.

b. Local Channel Networks, Serving Three or More Customer Locations

Where three or more customer premises are to be interconnected with private lines, the facilities will be considered as being a network of component circuits with mileage computation as follows:

(1) Wire Interconnecting Center

Wire interconnecting centers will be established for networks by the Company in consideration of the availability and routing of circuits.

(2) Network Mileage

The network mileage will be the sum of the mileages for all component circuits measured airline between the network interconnecting centers and the location of each of the customer premises plus any applicable branch circuit or drop mileages. A one mile minimum mileage applies for each separate component circuit in the network.

GENERAL SERVICES

5.15 PRIVATE LINES AND EQUIPMENT – INTRAEXCHANGE (Cont'd)

B. Mileage Measurement (Cont'd)

1. Local Channels or Networks (Cont'd)

b. Local Channel Networks, Serving Three or More Customer Locations (Cont'd)

(3) Branch Circuit or Drop Mileage

In certain private line arrangements, a branch circuit or drop may be connected to a component circuit at an intermediate point between the network interconnecting center and the component circuit end.

(a) For each branch circuit or intermediate drop an additional mileage charge applies, measured airline from the point of interconnection with the component circuit to the customer location

(b) A minimum mileage charge or one-fourth (1/4) mile applies for each branch circuit or intermediate drop.

c. On Premises Extension

Where the customer requires an extra station or additional private line to be connected on the same premises, each additional extension station or terminal location shall be defined as a branch circuit.

GENERAL SERVICES

5.15 PRIVATE LINES AND EQUIPMENT – INTRAEXCHANGE (Cont'd)

C. Rates

The following rates and charges apply to private lines wholly furnished within the Local Exchange.

1. Mileage Rates — Monthly Rate

**Exchanges** – **not listed** in foot note (1)

a. Signal Grade
   (1) First 1/4 mile or fraction — $6.25
   (2) Additional 1/4 mile or fraction — 2.20

b. Voice Grade
   (1) First 1/4 mile or fraction — $6.25
   (2) Additional 1/4 mile or fraction — 2.20

**Exchanges** – **listed** in foot note (1)

a. Signal Grade
   (1) First 1/4 mile or fraction — $4.00
   (2) Additional 1/4 mile or fraction — 1.00

b. Voice Grade
   (1) First 1/4 mile or fraction — 4.00
   (2) Additional 1/4 mile or fraction — 1.00

2. Signaling or Special Equipment

a. See Special Assemblies of Equipment in Section 2, GENERAL REGULATIONS.

(1) Scranton, Siloam Springs, Star City, Subiaco, Sulfur Springs, Tillar, Trumann, Waldron, Winslow

GENERAL SERVICES

5.15 PRIVATE LINES AND EQUIPMENT – INTRAEXCHANGE (Cont'd)

C. Rates (Cont'd)

2. Service Connection and Installation Charges

a. Local Channels

For each termination of a local channel at the customer's premises including installation of standard dial or common battery telephone instrument where furnished by the Company, and including connection with interexchange channels and network wire center where required, but not including signaling equipment or special station apparatus.

Per termination (nonrecurring charge) See Section 6, SERVICE CHARGES.

b. Signaling or Special Station Apparatus and Equipment, See Special Assemblies of Equipment in Section 2, GENERAL REGULATIONS.

3. Rates of Other Companies

a. Where any portion of intrastate private lines are furnished by another company upon request by this Company, the rates and tariff of the other company will apply for the portion so furnished.

4. Special Private Line Channels

a. Rates specified herein are for standard voice grade channels or circuits normally used by the Company for transmission of voice messages.

b. When channels or circuits are required of a special design or capability in excess of normal, the rate will be based on the Special Assemblies of Equipment and Special Construction regulations in Section 2, GENERAL REGULATIONS.

GENERAL SERVICES

## 5.16 SERVICE PERFORMANCE GUARANTEE

A. If a business customer requests installation or repair of Company-owned facilities used to provide exchange access, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible for and can choose between the following two options:

1. Receive a credit of $100.00; or

2. Receive a pre-paid calling card (of equal face value in place of the standard SPG credit.)

One credit or pre-paid calling card per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

1. Exchange network services including Custom Calling Services and Enhanced Services.

2. Directory services including additional listings.

3. Local private line services.

B. If a residence service customer requests installation or repair of Company-owned facilities used to provide service offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible for and can choose between the following two options:

1. Receive a credit of $25.00; or

2. Receive a pre-paid calling card (of equal face value in place of the standard SPG credit.)

One credit or pre-paid calling card per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

1. Exchange network access services, including Custom Calling Services and Enhanced Services.

2. Directory services including additional listings and nonpublished listings.

GENERAL SERVICES

5.16 SERVICE PERFORMANCE GUARANTEE (Cont'd)

C. General Rules and Regulations

1. 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.

2. The Company's failure to install or repair service under this terms of service shall be excused by customer negligence or willful destruction, labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control.

3. Credit will be provided in accordance with the above conditions.

GENERAL SERVICES

## 5.16 INTERNATIONAL TOLL BLOCKING

A. General

International Toll Blocking - Restricts calls to 011+ and 101XXXX numbers outside the North American Numbering Plan and 900/976 numbers. (M)(T)

B Rates and Charges

The following rate is in addition to regular charges for class and grade of service furnished. Service Charges as specified in Section 6 of this Local Terms of Service will apply for the installation of International Toll Blocking.

| | Monthly Rate |
|---|---|
| Per Line/Trunk | $0.00 |

(M)(T)

(M) International Toll Blocking previously appeared in Section 13.6.1 of CenturyLink Operating Companies Tariff F.C.C. No. 6.

# SERVICE CHARGES

## 6.1 GENERAL

A. The term "Service Charges" as specified and used herein and in other sections of this tariff is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, and other telephone facilities.

B. The total service charge applicable for work performed by the Company in response to a customer's request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.

C. Payment of service charges may be required before the work is begun. See Advance Payments and Deposits in the GENERAL REGULATIONS section.

D. Service charges are not applicable for:

1. Work functions which are not required to meet the customer's request.

2. Normal maintenance and repair of the Company's equipment and service.

3. Removal or discontinuance of equipment or service.

E. Residential customers may pay the service charges, for the establishment of local telephone service, in equal monthly installments over a period of six (6) months. Company representatives will tell applicants about this option in accordance with Rule 3.01.E.(1)d. of the Commission's Telecommunications Providers Rules.

F. Low income residential customers may be eligible for reduced service charges as found in F.

G. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company’s central office.

SERVICE CHARGES

6.2 DESCRIPTION OF WORK FUNCTION

A. Service Ordering

1. The service ordering function is the work performed by the Company in connection with the receiving, recording, and processing of customer requests for service.

2. Service ordering work associated with the connection of main station service and other services requiring central office line connection work is identified as primary service ordering work. Also, service ordering work associated with changing account responsibility on an existing service is identified as primary service ordering work.

3. The service ordering work associated with connecting, moving, or changing supplemental items of service and equipment where there is no central office line connection work, is identified as secondary service ordering work.

B. Central Office Line Connection

The central office line connection function is the work associated with the line extending from the serving central office to the customer's premises. This includes the work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises. (T)

C. Trip Charge

The Trip function is the visit to the customer's location, when required, in connection with the establishment of service or rearrangement of service. (T)

(N)

**D. Service Date Change Charge**

**When a customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date a charge may applied as specified in 6.3.M. following.**

**E. Cancellation of Order Charge**

**When a customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs, a charge may apply as specified in 6.3.N. following.**

**F. Expedited Order Charge**

**When a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered, an Expedited Order Charge may apply as specified in 6.3.O following.** (N)

SERVICE CHARGES

6.3 RATE APPLICATION

A. Service Charges are in addition to all other applicable rates and charges associated with the service and equipment being provided.

B. One or more charges may be applicable, based on the services or equipment requested by the customer.

C. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work interruptions by the customer.

If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

D No service charges other than termination agreement charges apply for the disconnection, discontinuance or removal of equipment or service.

E. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.

F. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchange.

G. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service.

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

SERVICE CHARGES

6.3 RATE APPLICATION (Cont'd)

I. Service Order Charge

1. The Primary Service Order Charge is applicable for:

a. Initial connection of service;

b. Move from one premises to another;

c. Telephone number change at customer's request;

d. Upgrade or downgrade at customer's request; ; and

e. Connection of additional central office lines, trunks, line segments and other services involving central office connections.

2. The Secondary Service Order Charge applies on all service orders not included under the Primary Service Order Charge. The charge, for example, is applicable for requests of the following connections, additions, moves or changes to established service:

a. Connection of on-premises extension stations or lines;

b. Connection or establishment of additional services, equipment, or lines other than central office lines, trunks or line segments;

c. Establishment of an additional, miscellaneous, nonpublished, nonlisted, no-address, or dual-name directory listing;

d. Inside move or change of equipment or service; and

e. Transfer of facilities from one building (mobile or otherwise) to another building of the same customer on the same premises or disconnection and connection of facilities involved in a move from one location to another location and re-establishment of service for the same customer on the same premises when there is no interruption of service other than that incident to the work involved.

SERVICE CHARGES

6.3 RATE APPLICATION (Cont'd)

I. Service Order Charge (Cont'd)

3. Service Order Charges are not applicable for:

a. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.

b. Orders issued for correction purposes, e.g., an order to correct an address for which the customer has no control, an order issued as a result of Company error, etc.

c. Removal of an additional listing.

d. Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or the Division Manager.

e. Bill date change without a telephone number change.

f. Primary listing change caused by death, marriage or divorce of the listed customer.

g. Reserved for future use.

h. Billing address change to ensure delivery of the telephone bill.

i. Service orders issued to remove telephone equipment and for noting Company records that customer owned equipment is being utilized.

j. Change in telephone number or change or correction of directory listings made at the Company's initiative or at the customer's request when the change is required for connection of satisfactory service or to better identify the customer's number.

SERVICE CHARGES

6.3 RATE APPLICATION (Cont'd)

J. Line Connection Charge

1. The Line Connection Charge is applicable:

a. Each time service is established or reconnected at a customer's location.

b. For each line restored or reconnected after denial for nonpayment.

c. For all telephone number changes due to customer request.

d. For each drop line moved, changed, or rearranged at customer request.

e. For each line changed from single line to rotary hunt group or from rotary hunt group to single line service.

f. For each line upgraded or downgraded (central office work required) at customer request.

g. The line connection charge applies as specified below for work required in the central office on local private lines, local tie lines, local off-premises extension lines, FCO and FX lines and trunks.

(1) For the establishment of a local private line, local tie line or local off-premises extension line one line connection charge is applicable per line segment for each serving central office in which a connection of that segment is required.

(2) For the connection of additional line segments to an existing line or trunk or to an existing local private line, local tie line or local OPX line, one line connection charge is applicable per line segment for work in each serving central office in which a connection of that segment is required.

(3) For the connection of a Foreign Exchange or Foreign Central Office line or trunk, one line connection charge applies for each exchange or central office area (home and/or foreign) of the Company where central office work is required. For a number change on FX or FCO lines or trunks, a central office work charge applies only for the exchange or central office area from which the Foreign Exchange Service is furnished. Charges, if any, applicable to central

SERVICE CHARGES

6.3 RATE APPLICATION (Cont'd)

J. Line Connection Charge (Cont'd)

2. Line Connection Charges do not apply for:

a. Regrades due to Company reasons.

b. Telephone number changes due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

c. Bill date changes negotiated between the Company and the customer.

d. Service orders issued for Company reasons or due to Company error.

e. Connection of circuits that do not require central office work.

K. Trip Charge

1. The Trip Charge is applicable:

a. When a Company employee goes either to the drop, protector, cross connect box and/or to the customer premises to perform requested work. Only one Trip Charge applies when the Company employee goes to more than one of the above mentioned locations when working an Order.

b. Two or more Trip Charges are applicable:

(1) When the same customer's request involves more than one premises.

(2) When a trip is required to two or more buildings in connection with PBX/PABX, Key System or Centrex Service. One Trip Charge applies for each building.

(M)

(M)

**L**. Service Date Change Charge (T)

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

**(M) Material previously appearing on this page now appears on Page 21 of Section 2.**

SERVICE CHARGES

6.3 RATE APPLICATION

M. Service Date Change Charge (Cont'd) (N)

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in 6.3.O following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 6.3.N. following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 6.3.N.(1) following.

N. Cancellation of Order Charge (Cancellation of Application for Service)

(1) A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or

- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

(2) When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge as specified in "Application for Service," Section 2.4.C. of this *Local Terms of Service* will apply, unless specified otherwise for a specific service.

O. Expedited Order Charge

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, an expedited order charge may apply as specified in Section 27, Construction Charges Applicable Under Special Conditions, unless set forth elsewhere in this *Local Terms of Service* for a specific service. (N)

SERVICE CHARGES

6.4 CHARGES

| | Nonrecurring Charge |
|---|---|
| Primary Service Order Charge, each | |
| Business | $35.00 |
| Residence | 25.00 |
| Secondary Service Order Charge, each | |
| Business | 20.00 |
| Residence | 15.00 |
| Line Connection Charge, each | 15.50 |
| Trip Charge, each | 19.50 |

(M)

6.5 LINK UP

Effective April 1, 2012, Link Up is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

**(M) Material previously appearing on this page now appears on Page 21 of Section 2.**

SPECIALIZED SERVICES

## 7.1 9-1-1 EMERGENCY TELEPHONE SERVICE

1. General

9-1-1 is the three-digit telephone number designated (as the "Universal Emergency Number") for public use throughout the United States to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. Three 9-1-1 Service options are offered: B9-1-1, C9-1-1, and E9-1-1.

B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller.

C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address. It may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), etc.) failed to provide the Customer with its subscribers' names, addresses, and telephone numbers via the PS ALI service. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

1. General (Cont'd)

9-1-1 Service features include Forced Disconnect, Called Party Hold and Emergency Ringback when operating conditions permit. These features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability. These features are not available if the Customer subscribes to Selective Router Service.

C9-1-1 and E9-1-1 Services include Automatic Number Identification (ANI) spill which forwards the telephone number of the caller to the designated PSAP.

Selective Routing Service is available, as an optional offering, when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 Services. This service routes the call to the correct PSAP or an announcement, as appropriate, based on the caller's telephone number.

When conditions warrant providing 9-1-1 Service via the public switched network, the Switched Access System (SAS) is available as an optional offering. SAS is limited to the following applications:

- Disaster situations where the private line network is no longer available between the central office and the tandem/selective router or the tandem/selective router and the PSAP.

- Overflow conditions when the primary private line network is busy due to unusual circumstances or high growth areas.

- Situations where expensive interLATA circuits make implementation of E9-1-1 cost prohibitive in a particular exchange.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

A. General (Cont'd)

The Customer must be a municipality, state or local governmental unit, or an authorized agent to whom authority has been lawfully delegated. The Customer must be legally authorized to subscribe to the service and has public safety responsibility by law to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.

Information provided by the Company, as part of the provisioning of C9-1-1 or E9-1-1, is to be used only for the purposes of answering calls and dispatching emergency services.

B. Definition of Terms

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Agency - A person or entity, which may include the Customer and public safety agencies, providing emergency or other services.

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

Automatic Location Identification (ALI) Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers and Emergency Service Numbers to be used for 9-1-1 purposes. This database, once provided to the Customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Automatic Number Identification (ANI) - A feature by which the calling party telephone number is forwarded to the PSAP for display.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

B. Definitions of Terms (Cont'd)

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Call Answer Unit (CAU) - A unit that answers incoming calls to the PSAP from the Trunk Dial Unit (TDU). When it receives a 9-1-1 call from the TDU it alerts the PSAP's key system or the Automatic Call Distribution. When the call is answered, the CAU requests the ANI information stored in the TDU which is then displayed on the attendant's console. The CAU is able to perform self-diagnostics. It also operates in conjunction with the TDU to do external (call processing and transmission) diagnostics initiated from the TDU.

Called Party Hold - An established communication link between the calling party and the PSAP that cannot be broken by the calling party. The call remains connected until terminated by the PSAP.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. The Customer has public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area arranged for 9-1-1 calling. May also be referred to as "9-1-1 Customer

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

B. Definitions of Terms (Cont'd)

Data Management System (DMS) - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the control office (location of the selective routing function) to a preselected PSAP.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Ringback - A feature which permits the attendant, by operating the flash key, to ring a 9-1-1 party who goes on-hook after the 9-1-1 call has been answered. This feature is available only for systems where 9-1-1 lines are provided via dedicated arrangements from the originating central offices.

Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

Emergency Service Number (ESN) - A number that is assigned by the Customer to all telephone subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant of the ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in routing calls to the correct PSAP.

End Users - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

B. Definitions of Terms (Cont'd)

Forced Disconnect - A function of the 9-1-1 central office trunk circuit that prevents the jamming of the 9-1-1 Service Line. This feature allows the Public Safety Answering Point attendant to release a connection although the calling party has not hung up.

Hookswitch Status - A feature designed to provide the PSAP Attendant with an audible and/or visual indication of the End User's hookswitch status (whether the telephone from which an End User placed a 9-1-1 telephone call is on or off hook).

Host Provider or Lead Telco - The telephone company that serves the exchange in which the Customer's PSAP is located and provides 9-1-1 Service and, where applicable, acts as the coordinator of other regulated telephone companies that serve as secondary providers within the Customer's serving area.

Lead Telephone Company – The telephone company that owns and operates the Selective Routers that are used for 9-1-1 access to a PSAP.

Idle Tone Application - A feature that allows the PSAP Attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason.

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

B. Definitions of Terms (Cont'd)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Company's PS ALI Entry software end user customer.

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the Company's PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the Company's ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

B. Definitions of Terms (Cont'd)

Public Safety Answering Point (PSAP) - Primary - The initial answering point for 9-1-1 calls.

Public Safety Answering Point (PSAP) - Secondary - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call.

PSAP Attendant - An individual located at the Primary or Secondary PSAP who answers 9-1-1 telephone calls.

PSAP Service Boundary - The exchanges and portions of exchanges served by a 9-1-1 Service which the Customer shall assign a particular PSAP to answer, transfer, respond, and/or otherwise handle 9-1-1 telephone calls originating from such exchanges and portions of exchanges.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 Service under an agreement with the host provider.

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services.

Service Address - The address at which the telephone is physically located.

Trunk Dial Unit (TDU) - Installed on the outgoing side of the central office ANI trunk, the TDU receives the 9-1-1 call and stores the ANI. It then dials the programmed primary number and sends the call to the Call Answer Unit at the PSAP. Within the TDU are all of the tone generators and detectors needed to operate in the telephone network. The TDU is able to perform both self-test and external (call processing and transmission) diagnostics for use in maintaining the system.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

C. Conditions

9-1-1 Service is limited to the use of central office number 9-1-1 as the emergency telephone number, and only one 9-1-1 Service will be provided within a geographical area.

9-1-1 Service is provided solely for the benefit of the local governmental unit. The provision of 9-1-1 Service shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation towards or any right of action on behalf of any third person or legal entity.

Temporary suspension of service is not provided for any part of 9-1-1 Service.

9-1-1 Service will be provided by the Company only where facility and operating conditions permit.

The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing Service is ordered by the Customer.

9-1-1 Service is classified as Business Exchange Service and is restricted to one-way incoming emergency service. Outgoing calls can only be made on a transfer basis.

9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Service is offered.

The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls at the Customer's designated premises.

The 9-1-1 calling party forfeits the privacy afforded by Nonpublished and Nonlisted Listing Services to the extent that the telephone number, address, and name associated with the originating station location may be furnished to the PSAP. However, this information is confidential and the Customer agrees to use such information only for the purpose of responding to emergency 9-1-1 Service calls.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

C. Conditions (Cont'd)

The Automatic Number Identification (ANI) Spill and Automatic Location Identification (ALI) features function correctly only if calls coming in to the PSAP originate from single party service.

The PSAP's premises equipment, used in conjunction with ANI Spill and ALI, must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 or E9-1-1 Service requested. If changes are necessary to make the unit compatible with the services offered herein, time and material charges will apply.

The Company cannot guarantee the completion, the quality, or any features that may be provided with 9-1-1 Service on calls placed via interconnection with an interexchange carrier or operator service provider.

All non-regulated telecommunications service providers (e.g., Private Branch Exchange, etc.) in an E9-1-1 Service area should provide current lists of their subscribers' names, addresses, and telephone numbers in CenturyTel standard format to the Lead Telephone Company for inclusion in the E9-1-1 database pursuant to the terms of the Lead Telephone Company's tariff or practices.

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 Service at no additional charge.

Intercept Service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time to be negotiated between the Company and the Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

Terminal equipment, used in connection with 9-1-1 Service, shall be configured to restrict the Customer from removing and/or changing the data provided by the Company.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

C. Conditions (Cont'd)

Time and material charges apply for Customer-initiated changes and rearrangements affecting service addresses and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.). In such cases, a valid comparative (direct and individual reference to existing designations) listing of changes must be supplied.

In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized at no additional charge.

The Company may enter into a contract or contracts with the Customer or with other telephone companies to effectuate the Company's provisioning of 9-1-1 Service in accordance with the terms, conditions, and limitations of this tariff. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of this tariff.

Equipment, used in conjunction with 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the Customer.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

D. Customer Obligations

Application for 9-1-1 Service must be executed in writing by each Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.

By contractual agreement, the 9-1-1 Service applicant must submit to the Company, in writing, that it concurs in the following terms and conditions:

- The Customer has sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering and for the control and staffing of the PSAP.

- The Customer accepts responsibility for dispatching or having others dispatch police, fire, ambulance, or other emergency services as required and to the extent such services are reasonably available.

- The Customer has responsibility for developing appropriate procedures for handling calls placed to the 9-1-1 PSAP for nonparticipating agencies.

- Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

In addition to the line requirements listed previously, each primary PSAP and each secondary PSAP must subscribe to at least three lines as follows:

- One seven-digit nonemergency local exchange line with at least one listed directory number for administrative calls.

- One nonlisted seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to the PSAP by dedicated lines.

- One nonlisted seven-digit number to be used by other PSAPs and Emergency Response Agencies to reach the PSAP.

If a Selective Router is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 transmission grade of service during the secondary PSAP's average busy hour.

The Customer shall have the responsibility of constantly monitoring or inspecting facilities to discover errors, defects, and malfunctions in the service. The Customer shall make such operational tests as, in the judgment of the Customer, are required to determine whether the system is functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.

Because the Company's serving boundaries and political subdivision boundaries may not coincide, the Customer must make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices within the 9-1-1 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction. Neither the Customer nor the Company shall have any responsibility under this paragraph for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the Customer's public safety jurisdiction, or for calls originating from mobile/cellular telephones.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers (regardless of whether or not this information is published in directories or listed in directory assistance offices) is Company proprietary and the Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing CenturyTel of Northwest Arkansas, LLC's information, while acting as the host provider of 9-1-1 Service, must agree to abide by the terms and conditions which relate to the protection of said information. The Customer shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

- The Customer is responsible for preventing unauthorized retrieval or use of 9-1-1 information. Upon request, the Company has the right to review the Customer's log of 9-1-1 calls to detect any unauthorized retrieval of information from the 9-1-1 system database.

- The Customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

- The Customer shall provide to the Company, upon request, a list of authorized personnel who will be provided with passwords or other safety or security mechanisms to guarantee that the system may not be accessed by unauthorized personnel.

- All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office to prevent unauthorized personnel from accessing confidential information.

- The Customer shall agree to the extent allowed by law to indemnify, save, and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the Customer's unauthorized use of Company-provided subscriber information. This information is to be used solely for the purpose of providing 9-1-1 Service.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

When the Selective Routing feature is provided, the Customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other agencies responsible for providing emergency service within the 9-1-1 Service Area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination of agencies. The Customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 Service Area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 Service calls to the appropriate primary and secondary PSAPs responsible for handling 9-1-1 calls from each telephone in the 9-1-1 Service Area.

The following terms define the Customer's responsibility in providing this information.

- Initial and subsequent assignments by ESN street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the Customer.

- After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of 9-1-1 Service calls to the proper PSAP.

- The Customer has an obligation to verify police, fire, and ambulance PSAP routing designations. Upon request, the Company will provide a complete listing of the MSAG information to assist the Customer in its verification.

- Changes, deletions, and additions to the MSAG database are the responsibility of the Customer. Customer required revisions to the MSAG should be submitted as they occur. The Company will furnish a printed copy of all MSAG changes to the Customer for verification.

The Customer agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The Customer recognizes that the addresses provided with Automatic Location Identification (ALI) may be the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the Customer recognizes that addresses must first be verified by the calling party.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

E. Liability

The Company's entire liability to the Customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, the sections of other tariffs which apply to the provisioning of 9-1-1 Service, and the contracts between the Customer and the Company, and in statute. This service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.

The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.

When the use of services or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section 2 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features affected by the interrupted service shall be considered; and further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

E. Liability (Cont'd)

To the extent allowed by law, the Customer shall indemnify and hold harmless the Company from any damages or other injuries which may be asserted by any person, business, governmental agency, or other entity as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information (i.e., nonpublished or nonlisted information) in connection with the provision of 9-1-1 Service.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when a 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, the inability to provide subscriber information associated with roaming Voice Over Internet Protocol lines, Voice Over Internet Protocol lines not converted to Public Switched Network protocols, private telecommunications services (e.g., PBXs), or calls originating over central office based switching system lines, especially but not limited to those private telecommunications services that use Direct Inward / Outward Dialing (DIOD) numbers.

The Company accepts no responsibility for obtaining and providing subscriber record information from private telecommunications systems, such as PBXs, unless provided to the Company by a PS Provider pursuant to the terms of the Private Switch 9-1-1 Service tariff or any individual case basis contract. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

E. Liability (Cont'd)

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when there is a failure or interruption in 9-1-1 Service due to the attachment of any equipment by the Customer or an end user Customer to Company facilities. The Customer or an end user Customer may, with the prior written consent of the Company, attach features, devices, or equipment of other vendors to the equipment of the network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments, if the Company determines that said attachments will degrade the 9-1-1 system ordered by the Customer, Company facilities, or otherwise affect its telephone operations.

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information, to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide 9-1-1 Service.

The Company shall have no liability whatsoever to any person arising from its provision or failure to provide 9-1-1 Service to a subscriber of a non-regulated telephone service (e.g., shared tenant service or non-regulated Voice Over Internet Protocol). It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the Customer's service area, or for foreign or unrecognizable dial tone calls originating from voice over internet protocol, or mobile/cellular telephones.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

F. Rate Regulations

1. The following rate elements apply to a typical B9-1-1, C9-1-1, and E9-1-1 arrangement:

9-1-1 Service Line

The 9-1-1 Service Line rate applies for the 9-1-1 loop extending from the host central office and terminating at the PSAP.

Trunking

The 9-1-1 Service Line Rate is applicable for the intraexchange circuit between the foreign central office and the central office serving the PSAP.

Interexchange circuits shall be provided at the rates found in the Southwestern Bell Private Line Service Tariff.

Central Office Trunk Termination

This rate is applicable for the trunk termination in the host central office when the host central office concentrates the incoming traffic to the PSAP. This rate is in addition to the 9-1-1 Service line rate.

2. In addition to the elements listed in A. preceding, the Automatic Location Identification (ALI) Database rate element is applicable for E9-1-1 Service.

ALI Database Administration Charge

ALI Database Administration Charge applies per system to create and maintain the MSAG and ALI databases. The rate applies for all enhanced systems whether CenturyTel is the host or secondary provider.

ALI Database Record Charge

ALI Database Record Charge applies for each CenturyTel record maintained in the database. A non-CenturyTel Record Charge applies for verifying another telephone company's records.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

F. Rate Regulations (Cont'd)

3. Optional Services

Selective Routing - This service is available with C9-1-1 and E9-1-1. The following rate elements apply to Selective Routing Service:

Selective Router Database Administration Charge

The Selective Router Database Administration Charge applies per database to create and maintain the Selective Routing MSAG and ALI database structure. This charge is in addition to the ALI Database Administration Charge.

Selective Router Database Record Charge

The Selective Router Database Record Charge is applicable for the development and maintenance of street ranges and addresses, the assignment of ESNs and PSAPs to each record, and the transmission of the ALI to the database management system when accessed by the caller's ANI.

Selective Router Port Connectivity

Establishes the hardware connection on the Selective Routing Switch that provides connectivity for the incoming 9-1-1 trunk circuits to enable Local Service Providers and Private Switch Providers (e.g., PBX users, Shared Tenant Services, ALECs and Wireless Service Providers) access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit.

In addition to the standard connectivity fee, which is applied in all cases, there are additional charges specifically for software/firmware required only by Wireless Service Providers (identified as "Wireless Additive" where applicable) to provide for multiple 10-digit data streams.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

F. Rate Regulations (Cont'd)

4. Quotation Preparation

The Customer may request a quotation for all costs associated with 9-1-1 Service provisioning. A quotation so provided does not bind the Company to the rates set forth in the quotation. All rates for company provided services and facilities will be determined in accordance with the guidelines in this tariff. No charge will be incurred by the Customer for such a request.

5. Special Service Arrangement Charges

If 9-1-1 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management. Special service arrangement rates and charges are subject to review and revision conditioned upon changing costs.

The proposed rates are subject to commission review.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

F. Rate Regulations (Cont'd)

6. 9-1-1 Nonrecurring Payment Options

Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the Customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

| Installment Term (Years) | Factor |
|---|---|
| 1 | .0875 |
| 2 | .0457 |
| 3 | .0318 |
| 4 | .0249 |
| 5 | .0208 |
| 6 | .0181 |
| 7 | .0164 |
| 8 | .0147 |
| 9 | .0136 |
| 10 | .0127 |

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

7. 9-1-1 Funding Surcharge

The Company, as directed by the Customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective Customer less a billing and collection fee as provided by law.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

G. Rates and Charges

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| 9-1-1 Network Services | | |
| 9-1-1 Service Line, Each line or trunk | | |
| Exchanges | $0.00 | $29.27 |
| Former GTE Systems of Arkansas Exchanges | 0.00 | 17.81 |
| Trunking, Each trunk | | |
| Intraexchange | | |
| Exchanges | 0.00 | 29.27 |
| Former GTE Systems of Arkansas Exchanges (1) | 0.00 | 17.81 |
| Interexchange | See Southwestern Bell Telephone Private Line Service Tariff. | |
| Central Office Trunk Termination NRC | 202.85 | 38.24 |

(1) See Section 4, Sheets 7, 8, and 9 for exchange listings.

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

G. Rates and Charges

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Automatic Location Identification (ALI) Database | | |
| ALI Database Administration<br>Each system | $0.00 | $199.46 |
| ALI Database Record Charge<br>Each CenturyTel record processed | 0.83 | 0.05 |
| Each NON-CenturyTel record processed | 0.37 | 0.05 |
| 9-1-1 Network Services (Cont'd) | | |
| Selective Routing Service | | |
| Selective Router Database Administration Charge | $330.36 | $191.28 |
| Record Charge, Each | .0025 | 0.0001 |

SPECIALIZED SERVICES

7.1 9-1-1 EMERGENCY TELEPHONE SERVICE (Cont'd)

G. Rates and Charges (Cont'd)

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Selective Router Hardware Common Equipment | Rates determined on Individual Case Basis | |
| Selective Router Port Connectivity<br>9-1-1 SR-CON<br>(per trunk) | 200.00 | 47.59 |
| 9-1-1 SRCONWA<br>(Wireless Additive,<br>per wireless<br>service trunk) | | 99.53 |

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 Customer service(s) shall be grandfathered at the following rates:

| | Monthly Rate |
|---|---|
| Independence County | $122.77 |
| Mississippi County | 518.26 |
| Washington County | 213.80 |
| White County | 329.78 |

SPECIALIZED SERVICES

## 7.2 E911 ALTERNATE NETWORK ROUTING

### A. General

Alternate Network Routing (ANR) is offered as an optional service to Emergency Number Service (911) system Customers. ANR provides other paths to route a 911 call from the caller to the Public Safety Answering Point (PSAP).

In cases of network overload (all trunks busy) or facility outage, such as failure of an intermediate central office or the loss of a 911 trunk, ANR Service will route the 911 call through the public switched network or cellular network. (NOTE: Any 911 calls in progress, at the time of a dedicated facility outage, will be lost when the facility fails.)

The components offered in this tariff include the terminating telephone network equipment and cellular radios.

Alternate Network Routing may also be utilized to allow the use of the public switched network in place of interexchange dedicated Telephone Company facilities. This application is restricted to 911 service crossing LATA boundaries only where LEC facilities are unavailable.

### B. Description of Service

Alternate Network Routing is actuated upon a failure of the dedicated 911 access path to handle a 911 call.

In order to reroute the 911 call through the public switched telephone network (PSTN), Sender equipment is installed in the central office on the outgoing side of the 911 trunk and Receiver equipment is installed on the premises of the PSAP, or at an intermediate switching point.

Multiple telephone numbers may be programmed in the Sender in case the primary Receiver is not available.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

B. Description of Service (Cont'd)

When a cellular path is used as an alternate route, a cellular transceiver is installed in the central office on the outgoing side and a second transceiver unit maybe installed at the receiving end (either at the intermediate switching point or at the PSAP).

Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

1. Without Monitoring - The Sender unit performs the functions of receiving the 911 call from the originating switch, storing the Automatic Number Identification (ANI), dialing the telephone number of the Receiver Unit to establish voice connection, and sending the ANI to the Receiver Unit. The Receiver Unit has an output connection, to either the network or the PSAP's E911 Customer premises equipment, used to provide ANI to the answering attendant. ANI is used to record the call information and to retrieve the associated Automatic Location Information (ALI).

2. With Monitoring - Similar functions and terminal equipment as described in (1) above, with the addition of sensors which monitor the outgoing trunk to detect signaling problems. When a problem is detected, the Sender Unit seizes control of the 911 call and establishes the alternate route over the public switched network or the cellular network to complete delivery of the call and associated ANI.

   Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the cellular path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

C. Network Equipment Descriptions

Teltone Switched Access System

Trunk Dial Unit (TDU) - 1st Trunk
Seizes the 911 call, if the dedicated trunks are unavailable, and routes the call over the public telephone network to the Call Answer Unit or Call Transfer unit. During dialing, the TDU requests and stores the caller's ANI. Included are the TDU, relay rack, fuse panel and miscellaneous material needed to install the TDU in the Telephone Company central office.

Trunk Dial Unit (TDU) - Additional Trunk
Each additional TDU installed in available relay rack space with the first trunk. (Relay rack, fuse panel and miscellaneous material included with TDU-1st Trunk.)

Call Answer Unit (CAU) - 1st Trunk
Receiver installed at the Public Safety Answering Point. Included are the Call Answer Unit and miscellaneous material needed for installation at the Telephone Company central office or at the Customer premises.

Each additional Call Answer Unit installed at the same central office or same Customer premises as the CAU-1st Trunk.

Call Transfer Unit (CTU) - 1st Trunk
Installed on the incoming trunk of a 911 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Telephone Company central office.

Call Transfer Unit (CTU) - Additional Trunk
Each additional Call Transfer Unit (CTU) circuit card installed in an existing CTU shelf in the same central office.

Call Answer Unit (CAU) - Additional Trunk

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

C. Network Equipment Descriptions (Cont'd)

Proctor Instant Network Backup (INB) System

INB Mini-Pac - 1st Trunk without Monitoring
Compact rack mounted single trunk version of the INB System. Includes Mini-Pac unit without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk without Monitoring
Each additional Mini-Pac unit without the monitoring option, installed in the existing available relay rack space in the same Telephone Company central office.

Proctor Instant Network Backup (INB) System (Cont'd)

INB Mini-Pac - 1st Trunk with Monitoring
Compact rack mounted single trunk version of the INB system. Includes Mini-PAC unit with the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk with Monitoring
Each additional Mini-Pac unit with the monitoring option, installed in the existing available relay rack space in the same central office.

INB Shelf System - 1st Trunk without Monitoring
Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk without Monitoring
Each additional Trunk Diverter Circuit (TDC) card without the monitoring option, installed in existing available INB main shelf.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

C. Network Equipment Descriptions (Cont'd)

INB Shelf System - 1st Trunk with Monitoring
Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk with Monitoring
Each additional Trunk Diverter Circuit (TDC) card with the monitoring option installed in the existing available INB shelf.

Line Switch & 4/2 Wire Converter Card
Optional circuit card installed in the INB Main or Expansion shelf. The Line Switch & 4/2 Wire Converter card is installed with the Trunk Diverter Circuit (TDC) card. An INB Main Shelf can hold a maximum of three (3) Line Switch & 4/2 Wire Converter cards and three (3) Trunk Diverter Circuit cards.

INB Expansion Shelf
Consists of the Trunk Expansion Circuit (TEC) card installed in the INB Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface INB Sender equipment with 911 services at the PSAP or another alternate answering facility. When the 911 call is answered, the ANI is received at the PSAP.

PSAP Responder - 1st
Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

PSAP Responder - Additional
Each additional PSAP Responder unit installed at the Customer premises in an existing available mounting shelf slot.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

C. Network Equipment Descriptions (Cont'd)

Proctor Instant Network Backup (INB) System (Cont'd)

Central Office (CO) Responder - 1st
Installed on the incoming trunk of the 911 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

Central Office (CO) Responder - Additional
Each additional CO Responder circuit card installed in an existing available CO Responder shelf.

The following items of equipment allow the diverted 911 call to be forwarded via an alternate cellular path:

INB Cellular Transceiver
A rack mounted cellular transceiver used in conjunction with the INB Shelf system or the INB Mini-Pac unit used to interface the Public Switched Network with the Cellular Network. Each unit interfaces with one 911 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Telephone Company central office.

Cellular 3 dB Antenna
Omni-directional 3 dB antenna used with the INB Cellular Transceiver.

Cellular 9 dB Antenna
Outdoor antenna used in place of the standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

C. Network Equipment Descriptions (Cont'd)

Telular PhoneCell Series Equipment

PhoneCell - 1M Cellular Transceiver
Wall mounted cabinet containing the power supply, telephone network interface, cellular transceiver and the miscellaneous material needed to interface one loop or ground start telephone line to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

PhoneCell - 4M Cellular Transceiver
Wall mounted cabinet containing four power supplies, four telephone network interfaces, four cellular transceivers, one quad antenna connector and miscellaneous material required to interface four loop or ground start telephone lines to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

Cellular 3 dB Antenna
Standard indoor antenna used with the PhoneCell 1M or 4M units.

Cellular 12 dB Antenna
Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

Rules and Regulations

Each sender unit and each receiver unit requires a separate business access line. The Customer will be responsible for all subscriber access line charges and toll calls billed to those access lines.

911 Customers subscribing to a cellular radio circuit as an alternate network will be responsible for obtaining the cellular service and paying all charges related to its use.

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

D. Rates and Charges

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Teltone | | |
| Trunk Dial Unit | | |
| WithOUT Monitoring | | |
| 1st trunk | $1,733.51 | $133.71 |
| Additional trunk | 347.00 | 95.63 |
| Call Answer Unit | | |
| WithOUT Monitoring | | |
| 1st trunk | 443.99 | 62.16 |
| Additional trunk | 286.00 | 51.73 |
| Call Transfer Unit | | |
| WithOUT Monitoring | | |
| 1st trunk | 545.00 | 94.37 |
| Additional trunk | 268.00 | 45.46 |

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

D. Rates and Charges (Cont'd)

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Proctor | | |
| Mini-Pac | | |
| WithOUT Monitoring | | |
| 1st trunk | $469.00 | $122.36 |
| Additional trunk | 347.00 | 106.42 |
| Mini-Pac | | |
| With Monitoring | | |
| 1st trunk | 469.00 | 136.62 |
| Additional trunk | 347.00 | 120.68 |
| Shelf System | | |
| WithOUT Monitoring | | |
| 1st trunk | 545.00 | 172.64 |
| Additional trunk | 268.00 | 58.10 |
| Shelf System | | |
| With Monitoring | | |
| 1st trunk | 545.00 | 198.57 |
| Additional trunk | 268.00 | 62.63 |

SPECIALIZED SERVICES

7.2 E911 ALTERNATE NETWORK ROUTING (Cont'd)

D. Rates and Charges (Cont'd)

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Expansion Shelf | $ 268.00 | $ 81.75 |
| PSAP Responder | | |
| 1st | 431.00 | 138.10 |
| Additional | 431.00 | 134.70 |
| Central Office Responder | | |
| 1st | 431.00 | 85.44 |
| Additional | 431.00 | 54.62 |
| Optional 4/2 Wire Converter | 10.00 | 15.85 |
| Cellular Transceiver | 347.00 | 70.26 |
| Cellular Antenna | | |
| 3 dB | 10.00 | 2.04 |
| 9 dB | 73.00 | 11.06 |
| Telular | | |
| PhoneCell | | |
| 1M Transceiver | 640.00 | 43.26 |
| 4M Transceiver | 690.00 | 131.24 |
| Cellular Antenna | | |
| 3 dB | 10.00 | 2.17 |
| 12 dB | 73.00 | 4.25 |

SPECIALIZED SERVICES

## 7.3 PRIVATE SWITCH EMERGENCY SERVICE

### A. General

Private Switch (PS) 911 Service allows a Public Safety Answering Point (PSAP) to receive either Automatic Number Identification (ANI) or a combination of ANI and Automatic Location Identification (ALI) information from 911 calls originating from Direct Inward Dial (DID) stations served by a private switch.

The Private Switch Providers (PSP) referred to in this tariff might include such organizations as: schools, nursing homes, hospitals, and planned communities.

### B. Definitions

911 Customer - May be a municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been given to operate Emergency Number Service (911).

Administrative Site - A customer designated location responsible for the administration of end user records associated with one or more private switches. The site has the capability of creating and conveying Private Switch End User (PSEU) information to the CenturyTel ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) Database - A database of records, by Directory Number, of subscribers' addresses, names, telephones numbers and Emergency Service Numbers (ESNs) to be used for 911 Emergency Telephone Service.

C911 Service - Service which automatically routes 911 calls to a PSAP and provides only the calling telephone number, through Automatic Number Identification (ANI), to the PSAP attendant answering the call.

Data Management System (DMS) - The combination of manual procedures and computer programs used to create, store, manipulate and update the data required to provide selective routing and ALI.

SPECIALIZED SERVICES

7.3 PRIVATE SWITCH EMERGENCY SERVICE (Cont'd)

B. Definitions (Cont'd)

Directory Number (DN) - A seven-digit number assigned within an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the appropriate Public Safety Answering Point (PSAP).

E911 Service (or Enhanced 911) - Service which automatically routes 911 calls to a PSAP and provides the calling telephone number and associated address to the PSAP attendant answering the call.

Emergency Service Number (ESN) - A number code used in the Database Management System (DMS) for the routing of 911 calls. The ESN designates the public safety agencies responsible for service to the location of each telephone in a 911 service area.

CenturyTel PS ALI ENTRY - A personal computer (PC) software program that automates the process of building ALI records of Private Switch End Users (PSEU) in the National Emergency Number Association (NENA) Standard Format. It provides limited accuracy checks to aid preparation of ALI records to be uploaded into the Telephone Company Mechanized Assignment Record Keeping (MARK) database.

CenturyTel PS ALI GATEWAY - A Telephone Company computer facility that interfaces with the PS Provider Administrative Site to receive PS End User ALI updates from the Administrative Site and to return error reports for correction. Access to the gateway will be via a dial up modem using a common protocol.

Master Street Address Guide (MSAG) - A database of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

Nonlisted Service - Subscriber name, address and telephone number information that is not listed in the published telephone directory but is available through directory assistance services.

Nonpublished Service - Subscriber name, address and telephone number information not listed in the published telephone directory nor available through directory assistance services.

SPECIALIZED SERVICES

7.3 PRIVATE SWITCH EMERGENCY SERVICE (Cont'd)

B. Definitions (Cont'd)

P.01 Transmission Grade of Service (GOS) - Trunk facility provisioning with the statistical probability of no more than one call in a hundred shall be blocked on initial attempt during the average busy hour.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

Private Switch 911 Site Administrator - A person assigned, by the PSP, the responsibility of establishing and maintaining PS 911 Service location information of each PSEU via the CenturyTel PS ALI program.

Public Safety Answering Point (PSAP) - A municipal, county or state operated telecommunications center for answering 911 Emergency Service calls.

Selective Router (SR) - A central office that has the capability of routing incoming 911 calls and ANI to the PSAP serving the caller.

SPECIALIZED SERVICES

## 7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE

### A. Description

1. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

   a. Automatic Number Identification (ANI) or

   b. ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

   Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

### B. Conditions

1. Availability of Options

   a. The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:

      (1) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

      (2) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; an

      (3) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

B. Conditions (Cont'd)

1. Availability of Options (Cont'd)

b. The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day. . The use of PS ALI by a PS Provider must conform to the Lead Telephone Company tariff or procedures.

In order to ensure that an "address not found" condition does not occur when a 9-1-1 call is received by a PSAP, a PS Provider has the choice of either

(1) purchasing and using a PS ALI ENTRY service, or

(2) exclusively transmitting only the Private Switch lead number to he 9-1-1 Customer for all 9-1-1 calls made by Private Switch End Users, which is the default condition for a Private Switch.

Notwithstanding the above,

(3) a PS Provider must conform to applicable State regulations mandating PS ALI use if such regulations exist or are implemented by the State at any time, and

(4) a Private Switch with Direct Inward / Outward Dialing (DIOD) numbers must use PS ALI or an "address not found" condition will occur. The Company has no responsibility for loading and updating location information associated with Private Switch DIOD numbers.

Any PS ALI equipment and processing must be compatible with the Lead Telephone Company's systems to ensure proper PS ALI updating.

(5) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

B. Conditions (Cont'd)

2. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

a. Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

(1) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and

(2) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

b. Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

c. Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

B. Conditions (Cont'd)

3. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

C. Application for Service

1. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

a. The business name and address of the PS Provider,
b. The name, address, and telephone number of the PS Provider's Site Administrator,
c. The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
d. The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

D. Customer Obligations

1. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.

2. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

3. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

4. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.

5. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's ALI ENTRY GATEWAY.

6. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

7. Sub-location information: The PS Provider is responsible for assigning and maintaining current the Sub-location information in the PS End User ALI record. This Sub-location information will be stored in the 20-character Location Field in the ALI format.

8. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

9. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.

10. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

E. Liabilities

1. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.

2. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.

3. The PS Provider is solely responsible for the PS End User ALI Record that is transmitted to the database. Absent an individual case basis contract to the contrary, neither the Company nor any of its employees will have any responsibility or liability, whether in an official or unofficial capacity, for the loading or updating of any PS database records. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

E. Liabilities (Cont'd)

4. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.

5. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to 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 caller or PS Provider, the PS End User, the Customer others.

6. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.

7. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and its employees from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, including the PS Provider, for any ALI assistance provided to the PS Provider that is not provided either pursuant to this tariff or under a specific contract for such assistance.

8. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

SPECIALIZED SERVICES

7.4 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

F. Rates and Charges

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Enable 911 Tandeming in CO | ICB (1) | ICB (1) |
| PS 911 Service Trunk (per trunk from the PS to end office) (2) | See E-9-1-1 Special Trunk Rates | |
| Directory Numbers Blocks of 100 sequential numbers | See DID Service Rates Section 5 | |
| Company's PS ALI ENTRY ADMIN SITE PACKAGES | | |
| Option 1 - Full Service Package (Includes Company's PS ALI, communications software, personal computer, modem and training) | $445.80 | $145.96 |
| Option 2 (Includes Company's PS ALI software and training only) | 258.21 | 15.92 |
| Option 3 - PS ALI LQ Parallel Printer (Requires Option 1 or 2 Above) | 206.10 | 33.79 |

(1) This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB). This is a provisioning function of the 9-1-1 Customer.

(2) A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

SPECIALIZED SERVICES

## 7.5 CENTREX SERVICE

Equipment connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.18.D.**1.** (T)

**Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 2.18.D.2.** (N) (N)

A. Description

1. Centrex is a business communications system furnished only from a suitably equipped central office and is offered subject to the availability of facilities and applicable generic feature programs. It is a central office based service arrangement. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Access to and/or from the public network from the station lines is provided via controlled access. The customer chooses the level of unblocked access desired to and from the general network.

2. Centrex enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.

B. Terms and Conditions

1. Centrex is offered for a minimum period of one month.

2. For purposes of applying Centrex rates and charges, a Customer Group shares a common dialing plan with a single billing entity responsible for payment of rates and charges.

3. Centrex Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for the provision of all wire terminal equipment, and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed or provided by the Company will be provided on a time and material basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of Centrex Service.

4. Private Line charges apply if facilities are required to provision a channel termination located in a different central office exchange area than the one in which the dial switching equipment is located.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE (Cont'd)

B. Terms and Conditions (Cont'd)

5. Temporary suspension of service is not offered for Centrex.

6. The Company will provide one main directory listing for a customer in the regular exchange directory.

7. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.

8. If facilities to provide Centrex are not readily available, the customer may be charged the cost of construction for new facilities from the serving central office to the customer premises.

9. Customers may subscribe to Centrex Service on a month-to-month basis, or for a contractual period of either 24, 36, 48 or 60 months. Customers with over 200 lines may subscribe to Centrex Service by contract on an individual case basis (ICB). If contractual service is terminated prior to its full term, customers shall pay a termination charge in an amount equal to the difference between the amount that would have been billed for month-to-month service.

C. Feature Packages

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

1. Package 1: Digital Centrex Small Business Feature Package

a. Station-to-Station Calling with Common Dial Plan

This feature allows station users to call each other using station extension numbers.

b. Transfer of all Calls

This feature allows a station user to transfer calls from one line to another line.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades. (Cont'd)

1. Package 1: Digital Centrex Small Business Feature Package (Cont'd)

c. Call Hold

This feature allows the user to hold one call for any length of time provided neither party goes on hook. With a call on Call Hold, the station user holding the call can place another call.

d. Conference 3-Way Call

This feature allows a station to call a DN, flash the switch hook to put the party on hold and dial a second DN to establish a 3-way conference call.

e. Call Forwarding - Inside or Outside of Centrex Group

This feature provides the option of forwarding all the station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

f. Call Forwarding - Busy/Don't Answer

This feature provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

g. Cancel Call Waiting

This feature allows the subscriber to cancel the Call Waiting function for the duration of one call in order to prevent call waiting tones from interrupting the call.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades. (Cont'd)

1. Package 1: Digital Centrex Small Business Feature Package (Cont'd)

h. Call Waiting

This feature notifies a subscriber who is on the telephone that another caller is attempting to call.i. Call Diversion/Restriction

This feature allows a Class of Service assignment per station.

j. DN Hunting

This feature increases the likelihood of an incoming call being completed within a customer-defined group of lines. This feature offers the call to a sequence of other lines, searching for an idle line on which to complete the call.

k. Distinctive Ringing - Internal/External

This feature provides different ringing patterns for internal and external calls.

l. Speed Call-Individual

This feature provides the convenience of one or two digit dialing of most commonly called DNs.

m. Station Activation of Call Forward, Busy/Call Forward, Don't Answer*

This feature enables 500/2500-set and Meridian Business Set users to activate and deactivate Call Forward, Busy and Call Forward, Don't Answer from their sets by using dialed feature-access codes.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

2. Package 2: Digital Centrex Standard Package

This Package includes all features listed in Package 1, plus the following features:

a. Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned directory number.

b. Blind Transfer Recall

This feature allows a call that has been transferred but the called station did not answer to return to the originating station that transferred the call.

c. Call Forwarding of Call Waited Calls*

This feature allows call waiting calls that are not answered within a set period of time to automatically forward to a predetermined destination.

d. Call Forwarding Remote Access

This feature allows subscribers to activate or deactivate Call Forward Universal or to change the forward-to destination when they are at a remote location - away from the office.

e. Call Forward Timed-User Control of Rings*

This feature enables a user to set a period of time a forwarded call will ring before it is routed to the attendant.

f. Call Park per Station

This feature allows a station user to park a call and then retrieve it again from the same or a different station.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

2. Package 2: Digital Centrex Standard Package (Cont'd)

g. Call Pick-up Groups

This feature enables a subscriber to answer a call to an unattended station within the same group.

h. Call Screening, Monitoring & Intercept*

This feature provides a means of monitoring and intercepting calls enhancing the functionality of NBAS.

i. Call Waiting Originating*

This feature allows an originating line to impose a call waiting tone automatically on a busy called line that is in the customer group.

j. Call Waiting - 3 Way Conference Capability*

This enhancement to Call Waiting allows an incoming call waiting caller to be conferenced into the existing two party call.

k. Conference Hold*

This feature allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call.

l. Consultation Hold*

This feature allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

2. Package 2: Digital Centrex Standard Package (Cont'd)

m. Dial Call Waiting

This feature permits a station user to impose a call waiting tone on a busy station within their customer group that normally does not have call waiting. This feature is applied at the discretion of the calling station user by dialing an access code.

n. Directed Call Park

This feature provides stations with the capability of parking one call against any valid station directory number appearance in the system. It can then be retrieved from any other station within the customer group.

o. Directed Call Pick-up

This feature enables a subscriber to answer a call to an unattended station within the same group.

p. Do Not Disturb (DND)*

This feature provides an arrangement that intercepts incoming calls during specific periods of time when a station user does not want to be disturbed.

q. Executive Busy Override

This feature allows a station user to access a busy station.

r. Last Number Redial

This feature allows a station user to redial the last number dialed by utilizing an access code.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

2. Package 2: Digital Centrex Standard Package (Cont'd)

s. Message Service Indication*

This feature permits a station user to dial a code to access the station users or attendant who has activated Message Waiting.

t. Ring Again

This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.

u. Speed Call - Group

This feature provides Speed Calling to a group of users, designating one line to a controller and allowing that controller to add to, change or delete numbers from the list.

v. Uniform Call Distribution (UCD)*

This feature allows an algorithm to be applied to incoming calls to uniformly distribute them among a group of available lines.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

3. Package 3: Digital Centrex MBS Set Package

Package 3 can be added to Package 2. The features in this Package are available only where facilities permit. This Package includes the following features:

a. Attendant Mini-Console Operation with DSS/BLF Operation

This is an answering position, allowing the user to easily monitor the busy/idle status of station, answers and screens incoming call and picks up unanswered calls.

b. Automatic Dial Key

This feature can only work on a Meridian Business Set. This feature allows a subscriber to call a frequently dialed number by pressing the assigned feature key.

c. Called Name/Number Display - MBS

This feature will only work on a Meridian Business Set (MBS). This feature allows the caller to view who they called.

d. Calling Name/Number Display - MBS

This feature will only work on a Meridian Business Set (MBS). This feature allows the subscriber to see the name or number of the party calling.

e. Call Park Recall Identification

This feature will only work on a Meridian Business Set (MBS). This feature will allow a call that has been parked to recall after a certain period if no one has picked that call up.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

3. Package 3: Digital Centrex MBS Set Package (Cont'd)

f. Intercom

This feature allows a station to directly terminate on a predesignated set by pressing the intercom key on a Meridian Business Set (MBS).

g. Multiple Appearance Directory Number (MADN)

This feature allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).

h. On-Hook Dialing

This feature will work only on a Meridian Business Set (MBS). This feature allows the station user to dial their business set without having to pick up the handset (hands-free).

i. Reason Display - MBS

This feature will work only on a Meridian Business Set (MBS). This feature allows various information to be displayed for MBS subscribers with display models.

j. Station Camp On

This feature allows an attendant or other group member of an IBS group to extend a call to a busy station within the same IBS group. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package

Package 4 contains all the features of Package 3 and can be added to Package 2. This Package includes the following features:

a. Automatic Answer Back

This feature allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.

b. Busy Override

This feature enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.

c. Call Back Queuing

This feature allows a station user encountering an all trunks busy condition the option of being notified when a trunk becomes idle and then being automatically connected to the called number.

d. Call Forward of DN's on a per Key Basis

This feature enables each directory number (DN) assigned this feature to be forwarded to a different DN (and destination).

e. Fast Transfer/Single Button Transfer

This feature, which provides Transfer on Release capability, speeds up call handling of calls by reducing the number of keystrokes needed to transfer a call and by eliminating the need to first conference the call.

f. Feature Inspect Key

This feature gives station users of MBS with display easy access to important information about both the set's assigned features and incoming calls.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package (Cont'd)

g. Group Intercom - Group Voice Page

This feature enables any MBS station user who is a member of a group intercom group to simultaneously page up to 29 predefined MBS-equipped members in the same group.

h. Group Intercom

This feature allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.

i. Individual Intercom

This feature allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.

j. Instant Change Order- User Control of Feature Changes

This feature allows the customers to reassign feature buttons on MBS sets.

k. Listen On Hold

This feature allows a user to place a called party on hold and listen through the speaker to determine when the call has been reestablished.

l. MADN Ring Options

This feature provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.

m. Make Set Busy

This feature allows a terminal to be made busy to incoming calls.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package (Cont'd)

n. Message Service Capability

This feature stores information of incoming unanswered calls and displays the information on a MBS set. Multiple options allow the user to scroll through, return, and erase the captured message.

o. Private Line Assignment

This feature allows the user to give a directory number the appearance of a POTS line. The private line has a POTS dialing plan.

p. Query Busy Station

This feature allows a user to query the busy/idle status of a designated station within the group. If the station is busy when the query is made, the line is monitored and the querying set is alerted as soon as the station becomes idle.

q. Secondary MADN Call Forwarding Activation

This feature enables secondary members of a Multiple Appearance Directory Number (MADN) group to activate and deactivate Call Forward from Meridian Business Sets or 500/2500 sets.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package (Cont'd)

r. Short Hunt on DN Keys

This feature permits incoming calls to hunt over a set of directory number appearances in search of an idle DN on which to terminate.

s. Single Line Queue for Mini Console

This feature provides queuing capability to mini-console attendants or other MBS users without the additional expense of Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD software.

t. Station Message Waiting Activation

This feature permits a station user to dial codes to access another station user or attendant who has activated Message Waiting.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

5. Package 5: Digital Centrex Caller ID Package

a. Automatic Recall

This feature gives the subscriber the convenience of recalling the last incoming call without having to know the directory number of that call.

b. Automatic Re-dial

This feature allows a subscriber to automatically reach the last dialed directory number without having to redial the entire directory number.

c. Calling Name/Number Delivery

This feature allows the callers name and number information to be displayed at the called party's telephone (this telephone must have caller id capability).

d. Calling Name/Number Delivery Blocking

This feature allows the subscriber to alter the privacy status of name and number information on a per-call basis.

e. Call Waiting Caller Name/Number Delivery

This feature allows the station user to hear the Call Waiting tone while the caller's name and number appear on the stations CPE (a special type of CPE must be present for this feature to work).

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

6. Package 6: Multiport

The minimum period for this package is 30 days.

a. Conference 6-Port Call*

This feature allows attendants and/or station users to establish conference calls of up to 6 participants. Other participants may be internal or external to the system.

b. Meet-Me Conference

This feature allows a user to arrange a conference in advance by instructing all conferees to dial a specific number at a given time.

c. Preset Conference*

This feature allows a Meridian Digital Centrex station, trunk, or Attendant Console to establish a preset conference by dialing a specific directory number.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

7. Package 7: Station Message Detail Recording (SMDR)

This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.

a. Account Codes*

This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.

b. Authorization Codes*

This feature is used to identify callers for billing purposes, assign a network class of service, and control network access.

c. SMDR Record Output*

This feature provides a Station Message Detail Report (SMDR) formatted-type record of chargeable and non-chargeable calls for each customer group. Call types and other message detail information can be specified for recording, at the customer group level.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

8. Package 8: Music on Hold

Music on Hold is available only from customer provided music sources.

a. Music on Hold Capability*

This feature allows access to customer provided equipment that provides a continuous broadcast of music when a caller is placed on hold, transfer, park and queuing features. It also may provide a recorded announcement to callers who are waiting to be connected

9. Package 9: Automatic Call Distribution

a. Abandon Call Clearing*

This feature eliminates unnecessary held connections by returning abandoned calls to an idle state.

b. Access to Management Reports*

This feature allows users to receive call management reports either scheduled or on demand. It allows the customer to optimize operations by reassigning agents or reconfiguring routing schemes to match call volumes.

c. Agent Call Distribution Queuing*

This feature ensures an even distribution of calls among the agents in the group.

d. Agent Status Lamp*

This feature allows the supervisor to track the status of each agent position in the group.

e. Call Agent Key*

This feature allows a supervisor to communicate directly with an agent by using the call agent key.

* This feature is available only where technically feasible and where facilities permit

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution (Cont'd)

f. Call Forcing with Optional Tone*

This feature enhances the existing Call Forcing capability by providing more flexibility in configuring and assigning Call Forcing to ACD groups and individual agents.

g. Call Load Management Controls*

This feature allows the user to take advantage of load management commands that allow sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

h. Directory Numbers up to 17*

This feature enables the assignment of up to 17 DN's including a primary ACD directory number and up to 16 supplementary ACD directory numbers.

i. Display Agents Summary Key*

This feature-key activated option enables the ACD supervisor using a business set with display to quickly check the status of all ACD agent positions assigned to a predetermined group.

j. Flexible Observe Agent*

This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

k. Forced Agent Availability*

This feature allows the ACD supervisor to require an agent to receive incoming ACD calls even though the agent has pressed the Not Ready key.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution (Cont'd)

l. Group Status Display on Set*

This feature allows the customer to review statistics on DMS Meridian ACD group status at customer-specified intervals. This information is displayed at a customer-premises ASCII terminal.

m. Line of Business Codes*

This feature enhances the existing ACD Line of Business Code feature by increasing the number of business codes an agent can enter for each call from one to three.

n. Music on Delay after Recorded Message*

This feature allows the user to further minimize callers abandoning during extended delays by providing the option of broadcasting a recorded delay announcement.

o. Observe Agent Key*

This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

p. Overflow of Queued Calls - Up to 4 alternative destinations

This feature allows calls that have been queued for a predetermined amount of time to be routed to up to 4 alternative destinations.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution (Cont'd)

q. Super-Groups*

This feature enables multiple ACD groups (situated in a single or multiple location) to distribute calls dynamically among the separate groups based on the agents available at the time.

r. Supervisor Position Capability*

This feature enables a Supervisor to manage a group of ACD agents. The Supervisor can monitor the performance of ACD agents and the quality of service being provided callers.

s. Variable Wrap up Time*

This data fillable feature enables ACD customers to establish a predetermined interval between an agent completing one call and receiving the next one.

* This feature is available only where technically feasible and where facilities permit.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

D. Rates and Charges

The charges that apply to Centrex are: one Customer Line Charge for each line terminated at customer locations, one or more Feature Package charges per line, one Attendant Console Feature if applicable, EAS charges, and any optional features and nonrecurring charges. Volume discounts are to be applied based upon the total number of Centrex lines billed to the customer. Term discounts are applied based on the proposed length of service. Blocking discounts are based on the blocking criteria selected and used.

Nonrecurring Charges
The Service Ordering Charge and any applicable Section VIII elements such as Premise Visit Charge also apply.

The Nonrecurring charge for feature packages is charged per system, per occurrence.
If multiple feature packages are selected for a single customer group, only the highest nonrecurring charge will apply for the group.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

The per system establishment charge only applies when a group is initially established.

Subsequent line additions to an established group will be charged the per line establishment charge plus any feature nonrecurring charges.

Recurring Charges:
The Customer Line rate is calculated as follows:
- Select the proper rate based on the Length of the Contract and the number of lines and apply any discount to the month to month rates.
- Add any additional features from the options listed on the following pages.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

D. Rates and Charges (Cont'd)

Discounts are to be based upon the total number of Centrex lines billed to the customer and are calculated as follows:

| Term Discount | Length of Contract | Discount per Line |
|---|---|---|
| | 24 Months | $0.50 |
| | 36 Months | 1.00 |
| | 48 Months | 1.50 |
| | 60 Months | 2.00 |

| Volume Discount | Total Centrex Lines | Discount per Line |
|---|---|---|
| | 11 - 20 lines | 0.50 |
| | 21 - 100 lines | 1.00 |
| | 100-200 lines | 1.50 |

| Blocking Discount* | Level of Access | Discount per Line |
|---|---|---|
| | 60- 80% | 1.50 |
| | 40- 59% | 3.00 |
| | 20- 40% | 4.50 |
| | less than 20% | 6.00 |

* The blocking discount is based on the level of access to or from the public network that the customer desires. For example, if a customer has 200 lines and wants to be able to obtain access to or from the public network from 50 of those lines at the same time, the level of access would be 25 percent, making the customer eligible for a $4.50 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

D. Rates and Charges (Cont'd)

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the package charges below:

1. Customer Lines -

| 2 - 10 Lines | First Line | Additional lines |
|---|---|---|
| Month to Month | $25.92 | $12.92 |
| 24 Months | 25.42 | 12.42 |
| 36 Months | 24.92 | 11.92 |
| 48 Months | 24.42 | 11.42 |
| 60 Months | 23.92 | 10.92 |

| 11 - 20 Lines | First Line | Additional lines |
|---|---|---|
| Month to Month | 25.42 | 12.42 |
| 24 Months | 24.92 | 11.92 |
| 36 Months | 24.42 | 11.42 |
| 48 Months | 23.92 | 10.92 |
| 60 Months | 23.42 | 10.42 |

| 21 - 100 Lines | First Line | Additional lines |
|---|---|---|
| Month to Month | $24.92 | 11.92 |
| 24 Months | 24.42 | 11.42 |
| 36 Months | 23.92 | 10.92 |
| 48 Months | 23.42 | 10.42 |
| 60 Months | 22.92 | 9.92 |

| 101 & over Lines | First Line | Additional lines |
|---|---|---|
| Month to Month | $24.42 | 11.42 |
| 24 Months | 23.92 | 10.92 |
| 36 Months | 23.42 | 10.42 |
| 48 Months | 22.92 | 9.92 |
| 60 Months | 22.42 | 9.42 |

SPECIALIZED SERVICES

7.5 CENTREX SERVICE Cont'd)

D. Rates and Charges (Cont'd)

| 2. Feature Packages: | Nonrecurring Charge | Monthly Charge Per Line |
|---|---|---|
| Package 1: Digital Centrex Small Business Feature | $20.00 | $2.95 |
| Package 2: Digital Centrex Standard Package | 40.00 | 5.95 |
| Package 3: Digital Centrex MBS Set Package | 60.00 | 2.95 |
| Package 4: Digital Centrex Advanced MBS Set Package | 70.00 | 4.95 |
| 3. Advanced Packages: | | |
| Package 5: Digital Centrex Caller ID Package: | $10.00 | $7.95 |
| 4. System Packages: | | |
| Package 6: Multiport | $60.00* | $15.00** |
| Package 7: SMDR | 120.00*** | 100.00 |
| Package 8: Music on Hold | 60.00*** | 40.00 |
| Package 9 Automatic Call Distribution | ICB | ICB |
| 5. System Establishment Charge | | |
| Per System | $65.00 | |
| Per Line | 15.00 | |

* applies per bridge number
** applies per port
*** applies per service order

CONCURRING TARIFFS

8.1 INTRASTATE ACCESS SERVICES

A. The Company concurs with the Intrastate Flat Rate Carrier Common Line Service Tariff, filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter. For Carrier Common Line Access Service rates, the Company concurs with the rates listed in the CenturyTel of Mountain Home, Inc. Intrastate Access Service Tariff, as filed with the Arkansas Public Service Commission.

B. The Company concurs with the CenturyTel of Mountain Home, Inc. Intrastate Access Service Tariff as filed with the Arkansas Public Service Commission for rates and the provision of Intrastate Access Services for Traffic Sensitive, Special Access and other Miscellaneous Services.

C. The Company concurs with the Universal Service Fund Tariff filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter.

8.2 **RESERVED FOR FUTURE USE** (C)

(D)

(D)

CONCURRING TARIFFS

8.2 **RESERVED FOR FUTURE USE** (C)

(D)

(D)

# SWITCHED DATA SERVICE

## 9.1 GENERAL

This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Telephone Company where technological capabilities exist.

## 9.2 DESCRIPTION OF SERVICE

Switched Data service is a network service which provides the capability for switched digital end-to-end data transport.

A. Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer's premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

B. Switched Data Channel Access (DS1)

A 1.544 Megabits per second high capacity digital facility which transports Switched Data usage between the customer's premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

SWITCHED DATA SERVICE

9.3 DEFINITIONS

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital Centrex SeRVICE - Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

DS1 - A digital transmission facility which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex - Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak - The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

Peak - The Peak period for usage rating is from 8:00 AM to 4:59 PM.

Speed Calling - Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

Synchronous - A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

SWITCHED DATA SERVICE

## 9.4 STANDARD FEATURES

Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. Usage rates will not apply to intercom dialing. This feature is applicable to Digital Centrex groups only and is restricted to the serving wire center only.

Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

## 9.5 OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group

This feature, restricted to Digital Centrex lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

SWITCHED DATA SERVICE

9.6 OPTIONAL FEATURE PACKAGE

The following feature package is available for use with Switched Data service:

Data 1000 includes:

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

9.7 REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this document will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges will apply to Switched Data service.

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the General Telephone Operating Companies Tariff, FCC No. 1 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with with this document .

SWITCHED DATA SERVICE

9.7 REGULATIONS (Cont'd)

Switched Data Individual Line Loop Extension can be provided where:

- A customer's local serving central office is capable of providing Switched Data.

- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Switched Data Service Channel Access

- A customer's local serving central office is capable of providing Switched Data.

- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

Dialing Method

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Origination of calls for 800, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is restricted.

9.8 APPLICATION OF RATES

Rates and charges specified in other sections of the tariff for services provided in conjunction with Switched Data service (i.e., Digital Centrex features, etc.) are in addition to the monthly rates for Switched Data service.

Note: National Exchange Carrier Association Tariff F.C.C. No. 5 - (56 Kbps)

SWITCHED DATA SERVICE

9.9 RATES

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Switched Data Individual Line Loop Extension | | |
| Switched Data - Individual Line Loop Extension Access - Single Line | $50.00 | $50.00 (2) |
| Switched Data - Individual Line Loop Extension Access - Digital Centrex Service | 50.00 | 50.00 (2) |
| Switched Data Individual Line Loop Extension Channel, per line | | |
| Single Line | 50.00 | 12.00 |
| Digital Centrex Service | 50.00 | 15.00 |
| Switched Data - Interoffice Mileage | | (3) |

(1) In addition to the applicable Service Order Charge in Section 6 of this tariff.
(2) This rate is in addition to the FCC Subscriber Line Charge
(3) Digital Data Service (56 Kbps) mileage charges in the National Exchange Carrier Association Tariff F.C.C. No. 5

SWITCHED DATA SERVICE

9.9 RATES (Cont'd)

| | Nonrecurring Charge (1) | Monthly Rate |
|---|---|---|
| Switched Data Channel Access | | |
| Switched Data Channel Access (DS1), (24 channels) | (2) | (2) (3) |
| Switched Data Central Office Termination, per Access Arrangement | $125.00 | $150.00 |
| Switched Data Central Office Channelization - per channel activated | 0.00 | 5.00 |
| Switched Data - Interoffice Mileage | | (4) |
| Optional Features, Per Line | | |
| Data Direct Connect | | 1.00 |
| Data Closed User Group | | 1.00 |
| Switched Data - Interoffice Mileage | | (4) |

(1) In addition to the applicable Service Order Charge in this document.
(2) The DS1 Special Access Line Rate, as set forth in the National Exchange Carrier Association Access Service Tariff, will apply.
(3) This rate is in addition to the FCC Subscriber Line Charge from the National Exchange Carrier Association Access Tariff F.C.C. No. 5
(4) DS1 mileage as set forth in the National Exchange Carrier Association Tariff F.C.C. No. 5.

SWITCHED DATA SERVICE

9.9 RATES (Cont'd)

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| Software Reconfiguration Charge, Rate Per Occurrence | $12.75 | |

This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.

Optional Feature Packages

| | | |
|---|---|---|
| Data 1000, per line | (1) | $3.00 |

(1) If ordered on subsequent activity, the appropriate Service Order Charge in Section 6 of this document will apply.

SWITCHED DATA SERVICE

9.9 RATES (Cont'd)

Network Usage

Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply. Switched Data Network Usage Detail will be provided at the rate as set forth in this document.

Switched Data Network Usage

Rate Period

| Distance Bands | Airline Miles | Set-up | Each Minute |
|---|---|---|---|
| Local | --- | $0.02 | $0.01 |
| A | 1-10 | $0.03 | $0.03 |
| B | 11-16 | $0.04 | $0.05 |
| C | 17-22 | $0.05 | $0.08 |
| D | 23-30 | $0.06 | $0.09 |
| E | 31-40 | $0.07 | $0.11 |

Discounts

| | From | Up to but not including | Discounts |
|---|---|---|---|
| Everyday | 9 p.m. | 8 a.m. | 40% |
| Saturday, Sunday and certain holidays* | 8 a.m. | 9 p.m. | 40% |

* Holiday discounts apply on New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

## CHARGES RELATED TO CUSTOMER ACTIVITY

### 10.1 DEPOSITS [1]

A. Deposit from Applicant

1. Under certain conditions the Company may require a deposit from an applicant in compliance with the Commission's Telecommunications Providers Rules.

B. Deposit from Customer

1. Under certain conditions the Company may require a new deposit or an increase in the amount of a deposit from a customer in compliance with the Commission's Telecommunications Providers Rules.

2. When the Company charges a new or additional deposit, the total amount on deposit at any time shall not be more than the total of the customer's two highest bills during the last twelve months, except in instances of fraud or tampering, or bankruptcy.

C. Deposit Due to Bankruptcy

1. In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 - 366, the utility may require a customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with the Company before the bankruptcy filing.

### 10.2 LATE PAYMENT CHARGE

Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments. The due date of the bill shall not be less than twenty-two calendar days after the date the bill is mailed. The amount of the late payment penalty shall be the greater of $**20.00** or 5% of the entire unpaid balance. (I)

### 10.3 RETURNED CHECK CHARGE

A charge of $30.00 will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

[1] Customers located in exchanges within the state of Missouri are not subject to Arkansas terms and conditions for deposits. CenturyLink concurs with CenturyTel of Missouri, LLC d/b/a CenturyLink Local Terms of Service Section 2.11B for terms and conditions governing deposits collected from customers in the state of Missouri.

CHARGES RELATED TO CUSTOMER ACTIVITY

10.4 RESTORATION OF SERVICE

A. Where service has been suspended appropriate service charges as shown in Section 6, Sheet 11 (secondary service order charge and line connection charge) will apply for the restoration of service.

B. Service will be restored within a reasonable length of time during regular working hours after payment of all past-due charges, including any required deposit and applicable service charges.

10.5 CUSTOMER ACCOUNT RECORD

A. Customer account records are provided at no charge.

10.6 FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS

A. There is no finance charge assessed on delayed payment agreements.

10.7 COLLECTION FEE

A. The Company does not charge a collection fee.

10.8 COPY OF BILL **(A.K.A. DUPLICATE BILL CHARGE)** (T)

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished. The customer shall be informed of the charge at the time of the request.

| | Residence | Business |
|---|---|---|
| Charge per copy | $4.00 | $7.00 |

CHARGES RELATED TO CUSTOMER ACTIVITY

10.9 Reserved for Future Use

(D)

(D)

10.10 CALL LINE IDENTIFIER

A. Description

See CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER for applicable terms and conditions.

B. Rates and Charges

| Nonrecurring Charge, Per Line | 30-Day Period | 12-Month Period |
|---|---|---|
| Initial | $ 46.00 | $ 108.00 |
| Renewal, Each | 20.00 | 41.00 |

# NETWORK SERVICES

## 11.1 GENERAL

This tariff section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These network capabilities are provided by CenturyTel of Northwest Arkansas, LLC, hereinafter referred to as the Telephone Company.

Services in this section of the local terms of service:

- are furnished only in central office areas where facilities and equipment are available, as determined by the Telephone Company.

- cannot be utilized in conjunction with the provisioning of interexchange access.

## 11.2 DEFINITIONS AND SERVICE DESCRIPTIONS

Customer

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the document.

Call Transfer

This feature provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

## 11.3 DEFINITIONS AND SERVICE DESCRIPTIONS

Data Link

The facility that connects the customer's location to the Telephone Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer these services. (Requires subscription to Forwarded Call Information - Intraoffice). Delivery of calling number identification shall be blocked as described below under definition and service description of Forwarded Call Information Intraoffice.

NETWORK SERVICES

11.3 DEFINITIONS AND SERVICE DESCRIPTIONS (Cont'd)

End User

The term "end user" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this section of the docuement.

Forwarded Call Information - Intraoffice

A feature which provides to the customer the customer's end user line number, the customer's network service number to which redirected calls are forwarded, and the reason calls were forwarded or placed. This feature requires subscription to Data Link. The reasons for forwarding information may include when an end user line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

The Telephone Company shall block the delivery of a calling party's telephone number and all calling number identification from any customer ordering Forwarded Call Information - Intraoffice and Data Link. Only calls which are not forwarded (i.e., calls to the customer from the customer's end user to retrieve messages) and calls within that end user's business group will be delivered to the customer ordering these network services.

Message Waiting Indication - Audible

A feature which provides the customer with the ability to send, and a customer's client line to receive through customer premises equipment, an alerting signal in the form of an audible stutter dial tone to its end user line. This alerting signal may be used by the customer to inform its end user that information is waiting to be retrieved. This service is used in conjunction with Forward Call Information - Intraoffice.

NETWORK SERVICES

11.3 DEFINITIONS AND SERVICE DESCRIPTIONS (Cont'd)

Message Waiting Indication - Visual

A feature which provides the customer with the ability to send, and a customer's client line to receive through customer premises equipment, an alerting signal in the form of a light to its end user line. This alerting signal may be used by the customer to inform its end user that information is waiting to be retrieved. This service is used in conjunction with Forward Call Information - Intraoffice.

Queuing

A feature which provides customers subscribing to PBX Automatic Trunks or CentraNet® lines arranged in a multiline hunt group the capability to place inbound calls in an idle condition until facilities to answer the call are available. Inbound calls made to a multiline hunt group equipped with this feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the inbound call is placed on hold and waits its turn to be served.

Three Feature Package

This is a package consisting of individual features of Call Forwarding Busy/No Answer-Fixed (CFBNAF), Message Waiting Indication-Audible (MWI), and Forwarded Call Information (FCI).

NETWORK SERVICES

11.4 RATES AND CHARGES

| | Nonrecurring Charge (1) | Monthly Rate |
|---|---|---|
| Call Transfer | | |
| Per Line or Trunk Arranged | | $1.80 |
| Data Link (Requires subscription to Forwarded Call Information) | | |
| Per Data Link Arranged | $500.00 | 300.00 |
| Forwarded Call Information Intraoffice (Requires subscription to Data Link) | | |
| Per End User Line Arranged | | 1.00 |
| Message Waiting Indication-Audible | | |
| Per End User Line Arranged | | 0.50 |
| Message Waiting Indication-Visual | | |
| Per End User Line Arranged | | 0.50 |
| Queuing | | |
| Per Line or Trunk Arranged | | 1.50 |
| Three Feature Package (Fixed Call Forwarding Busy/No Answer, Message Waiting Indication, Forwarded Call Information) (Requires subscription to Data Link) | | |
| Per End User Line Arranged | | 2.00 |

(1) Appropriate service charges from Section 6 apply.

# DIGITAL SERVICES

## 12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Digital (ISDN) Single Line Services

Digital ISDN Single Line Services are grandfathered to existing customers at their current locations. Advanced Digital Services ISDN features can be added to existing Digital (ISDN) Single Line Services and provisioned to new customers at the regulations and rates following.

1. General

ISDN Service is provided from Central Offices equipped to provide this service and subject to the availability of facilities. Digital (ISDN) Single Line Service is a local exchange telecommunications service which is provided via Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

2. Conditions

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company. ISDN CPE is dependent upon commercial power. In the event commercial power is interrupted for any reason, the CPE will be rendered inoperable.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Arkansas Public Service Commission Telecommunication Providers Rules. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of ISDN service and will cause a temporary interruption of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

2. Conditions (Cont'd)

The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

When Digital ISDN Single Line Service is desired at a customer location that is not served by an ISDN capable central office, the service will be provisioned from a central office that can support Digital (ISDN) Single Line Service. If the central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

If Digital (ISDN3) Single Line Service will be provisioned as Foreign Exchange service, the FX rates in this tariff are applicable. The FX rates in this tariff are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service.

One bill will be rendered for each Digital (ISDN) Single Line Service.

Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.

Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

2. Conditions (Cont'd)

Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

A minimum service period of one month is required for each ISDN Single Line service.

Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

a. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

2. Conditions (Cont'd)

b. Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial 12 or 36 months contract period, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

Termination Liability Charge = 25% X (number of lines terminated) X Monthly Rate per line X (number of remaining months)

A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.

- Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

2. Conditions (Cont'd)

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

Digital (ISDN) Single Line Service is composed of the following elements:

- Single line access (includes B-Voice/CSD on each B channel)
- Line/Channel - choose one or a combination of:
  B-Voice/CSD, per line
  B-Packet, per channel
  D-Packet, per channel

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

2. Conditions (Cont'd)

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

More Than Two B-Channel Terminals on a BRI allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

3. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of the two (2) channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this document.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

4. Description of Service

a. Individual Line Loop Extension

Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the CenturyTel engineering practice of maximum loss for the Digital (ISDN) Single Line loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

The customer's network access line is preengineered to determine when the U-Repeater/power modules are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 101XXXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features

a. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Basic Package:
Add On
Add Previously Held Call to Conference
Additional Call Offering - ACO Unrestricted
Additional Call Offering - Notification Busy Limit
Automatic Callback - Intra-switch,
Call Forwarding-Busy
Call Forwarding-Courtesy Call
Call Forwarding-Don't Answer
Call Forwarding-Privacy of Redirecting Number
Call Forwarding-Redirecting Number
Call Forwarding-Redirecting Reason
Call Forwarding-Reminder Notification
Call Forwarding-Variable
Call Hold - B Channel Reservation
Call Hold and Retrieve
CNID Svcs-Calling Party Number Privacy
CNID Svcs-Redirecting Number
CNID Svcs-Redirecting Reason
CNID Svcs-Privacy of Redirecting Number
Conference Hold & Retrieve
Consultation Hold
Drop Last Call on Conference
EKTS Analog Member/Key System Coverage for Analog Lines
EKTS Multiple DNs per Terminal/Shared Call Appearance,
Feature Function Buttons
Feature Inspect
Implicit and/or Explicit Call Transfer
Multiple Directory Number Buttons
Three Way Conference Calling
Time and Date Display

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

b. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package:

(1) MBKS Basic Package plus the following features:
Analog Members in Hunt Group
Call Pick-up
Display for Ringing Call Appearance Only,
EKTS Abbreviated and Delayed Ringing
EKTS Automatic/Manual Bridged Call Exclusion
EKTS Bridging, EKTS-Call Appearance Call Handling
EKTS Hold/Retrieve
EKTS Intercom Calling
EKTS Manual Bridged Call Exclusion
EKTS-Membership in a Multiline Hunt Group Hunting-Linear
Hunting-Circular
Inspect for ISDN Terminals
Outgoing Called Line ID for ISDN Terminals

(2) Circuit Switched Data 1000 Package:
Data Call Forward,
Data Multi-Line Hunt Group,
Data Speed Call-Short List,
Data Toll Restriction.

(3) Circuit Switched Data 2000 Package:
Data 1000 Package plus:
Data Circular Hunting,
Data Speed Call-Long List.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

b. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package: (Cont'd)

(4) X.25 Basic Package:
X.25 Flow Control Parameters Negotiation,
X.25 Incoming Calls Barred,
X.25 Outgoing Calls Barred,
X.25 Reverse Charge, Reverse Charge Acceptance,
X.25 Throughput Class Negotiation,
X.25 Transmit Delay Selection and Indication.

(5) X.25 Package:
X.25 Basic Service plus:
X.25 Closed User Groups,
X.25 Fast Select, Fast Select Acceptance,
X.25 Hunt Groups,
X.25 One-Way Outgoing Logical Channel,
X.25 Permanent Virtual Circuit.

c. The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

(1) Basic Operating Features [1]

(a) Feature Name

DN Sharing over Multiple Call types on an Integrated Terminal

More than two B-Channel Terminals per BRI

Calling Number Identification Delivery

Parameter Downloading

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

d. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package:

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. Applicable charges will apply as stated elsewhere in this tariff.

| (a) Voice and CSD Services [1] | MBKS BASIC | MBKS Deluxe | Opt. |
|---|---|---|---|
| Feature Name | | | |
| Additional Call Offering (TR-857) | | | |
| ACO Unrestricted | x | x | |
| Notification Busy Limit | x | x | |
| Additional Numbers | | | x |
| Automatic Callback Intra-Switch (TR-855) | x | x | |
| Access to Analog Features (TR-847) | | | |
| Speed Calling -short list | x | x | |

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

d. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package:

(1) An analog telephone set connected … (Cont'd)

| (a) Voice and CSD Services (Cont'd) | MBKS BASIC | MBKS Deluxe | Opt. |
|---|---|---|---|
| Feature Name | | | |
| Call Forwarding (TR-853) | | | |
| Call Forwarding Don't Answer | x | x | |
| Call Forwarding Busy | x | x | |
| Call Forwarding Variable | x | x | |
| Courtesy Call | x | x | |
| Privacy of Redirecting Number | x | x | |
| Redirecting Number | x | x | |
| Redirecting Reason | x | x | |
| Reminder Notification | x | x | |
| (Call Hold (TR-856) | | | |
| B-Channel Reservation | x | x | |
| Hold and Retrieve | x | x | |
| Calling Number Identification Services (TR860) | | | |
| Calling Name Delivery (TR-1326) | | | |
| Calling Party Number Privacy | x | x | |
| Calling Number Identification Delivery | x | x | |
| Privacy of Redirecting Number | x | x | |
| Redirecting Number | x | x | |
| Redirecting Reason | x | x | |
| Electronic Key Telephone System (EKTS) (TR-205) | | | |
| Abbreviated and Delayed Ringing | | x | |
| Analog member in an EKTS group | | x | |
| Call Appearance Call Handling/Multiple | | x | |
| Directory Number Appearances | | x | |
| Hold/Retrieve | | x | |
| Intercom Calling | x | | |

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

d. Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package:

(1) An analog telephone set connected … (Cont'd)

| (a) Voice and CSD Services (Cont'd) | MBKS BASIC | MBKS Deluxe | Opt. |
|---|---|---|---|
| Feature Name | | | |
| Membership in a Multiline Hunt Group | | x | |
| Flexible Calling (TR-858) | | | |
| Add On | x | x | |
| Add Previously Held Call to Conference | x | x | |
| Conference Hold and Retrieve | x | x | |
| Consultation Hold | x | x | |
| Drop Last Call on Conference | x | x | |
| Implicit and/or Explicit Transfer | x | x | |
| Six Party Conference Calling | | | x |
| Three-Way Conference Calling | x | x | |
| Multiline Hunt Groups (TR859) | | | |
| Make Busy | | | x |
| Stop Hunt | | | x |
| Terminal Management - (5E Custom) | | | |
| Display for ringing Call Appearance | | x | |
| Feature Function Buttons | x | | |
| Feature Inspect | x | x | |
| Inspect for ISDN Terminals | | x | |
| Multiple Director Number Buttons | x | x | |
| Terminal Management | x | x | |
| Time and Date Display | x | x | |

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

e. Feature Matrices

| Data Packages Features | CSD1000 | CSD2000 | X.25 | X.25 DELUXE |
|---|---|---|---|---|
| DELUXE Optional | | | | |
| Feature Name | | | | |
| Data Speed Call - Short List | X | X | | |
| Data Call Forward | X | X | | |
| Data Toll Restriction | X | X | | |
| Data Multi-Line Hunt Group | X | X | | |
| Data Circular Hunt | | X | | |
| Data Speed Call - Long List | | X | | |
| X.25 - Assignment of Non-Hunt DNs to Hunt Terminals | | | X | X |
| X.25 - CCITT DTE Facilities | | | X | X |
| X.25 - Closed User Groups | | | | X |
| X.25 - Fast Select/User to User 16 Octets of Data | | | | X |
| X.25 - Fast Select Acceptance | | | | X |
| X.25 - Flow Control parameters Negotiation | | | X | X |
| X.25 - Hunt Groups | | | | X |
| X.25 - IC Preselection | | | X | X |
| X.25 - In Band CNID | | | X | X |

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

5. Features (Cont'd)

e. Feature Matrices (Cont'd)

| Data Packages Features | CSD1000 | | |
|---|---|---|---|
| | CSD2000 | | |
| DELUXE Optional | X.25 | | |
| | | X.25 DELUXE | |
| Feature Name | | | |
| X.25 - Incoming Calls Barred | X | X | |
| X.5 - ISDN AMA | X | X | |
| X.25 - Numbering and Routing | X | X | |
| X.25 - One-Way Outgoing Logical Channel | | X | |
| X.25 - Outgoing Calls Barred | X | X | |
| X.25 - Permanent Virtual Circuit | | X | |
| X.25 - Reverse Charge | X | X | |
| X.25 - Reverse Charge Acceptance | X | X | |
| X.25 - RPOA Selection (Basic) | X | X | |
| X.25 - Sup Svcs User Testing | X | X | |
| X.25 - Throughput Class Negotiation | X | X | |
| X.25 - Transmit Delay Selection/ Indication | | X | X |
| X.25 - User Access to Both B-Channel and D-Channel | X | X | |
| X.25 - User-Originated On-Demand B-Channel Pkt for BRI | X | X | |

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

6. Digital (ISDN) Single Line

B-Channel (Bearer Channel) A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI) BRI supports up to two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN) A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

7. Digital (ISDN) Single Line Access The central office termination of a BRI Line arranged for access to the public switched network.

Kbps Kilobits Per Second.

MBKS Multibutton Key Set.

Mbps Megabits Per Second.

Parameter Downloading allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User A member of a business system.

8. Digital (ISDN) SL Voice & CSD Services

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering (ACO) - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - The maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the user's CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

8. Digital (ISDN) SL Voice & CSD Services (Cont'd)

Additional Numbers
Each Digital Single Line can support multiple directory numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)
Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch.

Access to Analog Features
Speed Calling (6 or 8 member list) - Allows a user to dial selected numbers using less digits than normally required. Each list can have up to six or eight numbers, depending on the serving Telco switch.

Call Control (Bellcore Reference TR-268)
Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

8. Digital (ISDN) SL Voice & CSD Services (Cont'd)

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

9. Call Forwarding (Bellcore Reference TR-853)

Subfeatures:

Call Forwarding Variable (CFV) -
Allows the user to forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:
- For Circuit-Mode Voice:
- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call
- For Circuit-Mode Data:
- No Courtesy Call

Call Forwarding Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forwarding Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

9. Call Forwarding (Bellcore Reference TR-853) (Cont'd)

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

10. Call Hold (Bellcore Reference TR-856)

Subfeatures:

Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect to the call on hold.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

11. Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

12. Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205)

Abbreviated and Delayed Ringing - The user can specify that one or more EKTS terminals that share a DN receive Abbreviated Ringing or Delayed Ringing. When a call attempts to terminate to the DN, the Abbreviated Ringing terminals will begin alerting the EKTS user as soon as the call is offered. The Delayed Ringing terminals will initially not alert. If the call is not answered by one of the Abbreviated Ringing terminals, within a pre-specified time interval, ringing will stop for them, and the Delayed Ringing terminals will begin ringing. The Delayed Ringing terminals will continue to alert until the call is answered or until the call is abandoned.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

12. Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205) (Cont'd)

Automatic Bridged Call Exclusion - Allows an EKTS user to specify that no other EKTS user can bridge onto calls. The user can disable this capability on a call-by-call basis and thus allow bridging to occur. Automatic Bridged Call Exclusion is deactivated via one-button operation.

Bridging/Directory Number (DN) Bridging - When one EKTS user originates or receives a call on an EKTS DN, the other EKTS users that share the DN are aware of the call being present. These other EKTS users can bridge onto the call unless privacy has been invoked via Automatic or Manual Bridged Call Exclusion. DN Bridging allows an EKTS terminal with multiple call appearances of the same, or multiple, DNs to bridge a call that is present on one call appearance together with a call that is present on another call appearance, This allows bridging of far parties onto one call appearance.

Call Appearance Call Handling (CACH)/Multiple Directory Number Appearances - Provides the capability of having one EKTS terminal have multiple call appearances associated with an EKTS DN. The terminal sends information to the switch on originating calls indicating which call appearance of the DN is being used and, likewise, on terminating calls, the switch indicates to the terminal on which call appearance to accept the call.

Hold/Retrieve - Allows a user to place a call on hold and make the B-Channel on that user's interface available for another call. After placing the call on hold, the user can (1) retrieve the held call or (2) drop the held call.

Intercom Calling - Allows an EKTS user to be able to call another EKTS user within the EKTS intercom group without using a DN. Intercom groups can consist of just one other EKTS user, requiring no intercom address, two to ten EKTS users, which will require a one-digit intercom address, or two to one-hundred EKTS users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one EKTS user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

12. Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205) (Cont'd)

Manual Bridged Call Exclusion - The opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

Membership in a Multiline Hunt Group - Allows EKTS call appearances to be part of an ISDN Mutiline Hunt Group (MLHG). During hunting procedures, if the hunt terminates at an EKTS call appearance, the call will be offered to all EKTS terminals that share that call appearance.

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

13. Flexible Calling (Bellcore Reference TR-858)

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user that is establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

13. Flexible Calling (Bellcore Reference TR-858) (Cont'd)

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers. This is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

14. Multi-Line Hunt Groups (Bellcore Reference TR859)

Analog Members in a Hunt Group - Allows an analog line to be a member of an ISDN hunt group.

Circular Hunting - Allows all lines in a multiline hunt group (MLHG) to be tested for busy, regardless of the incoming call's point of entry into the group. When a call is made to a line in a MLHG, a regular hunt is performed starting at the station dialed. The search for an idle line continues to the last station in the MLGH, then proceeds to the first station in the group and continues to hung sequentially through the remaining lines in the group. A busy tone is returned if the called station is reached without finding one that is idle.

Linear Hunting - Provides sequential hunt for incoming calls. If the called line is busy, hunting will start with the called line and continue to the end of the list. A busy tone is returned if the end of the list is reached without finding one that is idle.

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

14. Multi-Line Hunt Groups (Bellcore Reference TR859)

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

Uniform Hunting - A hunting arrangement that provides uniform distribution of incoming calls to members of a multiline hunt group. UCD does a pre-hunt for the next call by searching for the next idle member and setting the member as the start hunt position for the next call.

15. Terminal Management

Sub-features:

Display for Ringing Call Appearance - Will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Function Buttons - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback
Call Forwarding
Call Pickup
Conference Calling
Drop
Hold
Manual Exclusion
Multiple Directory Number Buttons
Transfer

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

15. Terminal Management (Cont'd)

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Inspect for ISDN Terminals - Retrieves and displays called-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control
Automatic Hold/Drop Preference
Button Management
Call Appearance Selection for
Implicit Conference and Transfer
Display for Ringing Call
Appearances Only
Feature Button Inspection
Idle Call Appearance Preference

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

16. X.25 Basic Package

X.25 Assignment of Non-Hunt DNs to Hunt Terminals provides the ability to designate one or more of the Directory Numbers (DNs) associated with a given hunt terminal in a Hunt Group as non-hunt DNs. The non-hunt DN allows calling users to bypass the hunt arrangement and specifically address the subscribed hunt-terminal.

X.25 CCITT DTE Facilities are a set of Data Terminal Equipment (DTE) facilities intended to support end-to-end signaling required by the Open Systems Interconnection (OSI) network service. These facilities are passed unchanged between the two packet mode DTEs involved.

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Interexchange Carrier (IC) Preselection allows the ISDN user to preselect (by service order) an interexchange carrier for packet-switched data calls.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 ISDN Automatic Message Accounting (AMA) feature collects data and provides automatic message accounting record generation for billing of packet-switched calls on the B-channel and D-channel.

X.25 Numbering and Routing provides an International Numbering Plan and call routing for Public Data Networks as defined in CCITT Recommendations X.121 (PPSN numbering plan) and E.164 (ISDN numbering plan).

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

16. X.25 Basic Package (Cont'd)

X.25 Recognized Private Operating Agency (RPOA) Selection (Basic) allows a customer to specify an interLATA carrier for packet switching on a per call basis. If an RPOA is used, this overrides the IC Preselection, if a preselected carrier is provisioned.

X.25 Supplementary Services User Testing allows the user to test either the B-channel or D-channel by placing a call to that user's own Directory Number (DN).

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

X.25 User Access to Both B-Channel and D-Channel allows user access to all three channels.

X.25 Deluxe Package: Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select/User to User 16 Octets of Data in Call Request allows a sending data terminal to forward up to 16 octets (128 bytes) of data along with call setup and clearing packets. This feature is initiated on a call-by-call basis.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

16. X.25 Basic Package (Cont'd)

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

17. Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

A. Digital (ISDN) Single Line Services (Cont'd)

17. Individual Services

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

B. Digital (ISDN) Single Line Services (Grandfathered) *

1. Rates

a. Home Digital (ISDN) Single Line Service

(1) Option 1 - Flat Rate

| | Nonrecurring Charges (1) | Monthly Rate (2) (3) |
|---|---|---|
| Access (includes local loop) | | |
| Month-to-Month | 200.00 | $98.50 |
| 12 Month Contract | 100.00 | 68.50 |
| 36 Month Contract | 0.00 | 48.50 |

* No Overtime Rates Are Applicable For Home Rates

(2) Option 2 - Measured Rate

| | | |
|---|---|---|
| Month-to-Month | $200.00 | $25.00 |
| 12 Month Contract | 100.00 | 25.00 |
| 36 Month Contract | 0.00 | 25.00 |

plus applicable usage charges below (4)

| | Rate per Line |
|---|---|
| Month-to-Month | $.050 per min. |
| 12 Month Contract | .040 per min. |
| 36 Month Contract | .030 per min. |

(1) In lieu of service charges in Section 6.
(2) In addition to R1 rate in Section 4.
(3) Does not include the FCC Subscriber Line Charge.
(4) Usage charges apply to all local originating voice and circuit switched data calls.

* Limited to existing customers at their current locations

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

B. Digital (ISDN) Single Line Services (Grandfathered) *

1. Rates (Cont'd)

b. Business Digital (ISDN) Single Line Service

(1) Option 1 - Flat Rate 400 Hour Block of Time Usage Option

| | Nonrecurring Charges [1] | Monthly Rate [2] [3] |
|---|---|---|
| Digital (ISDN) Single Line Access (includes local loop) | | |
| Month-to-Month | $200.00 | 100.50 |
| 12 Month Contract | 100.00 | 70.50 |
| 36 Month Contract | 0.00 | 50.50 |
| Overtime- usage charge | | 0.05 |

(2) Option 2 - Measured Rate Usage

| | | |
|---|---|---|
| Month-to-Month | $200.00 | $25.00 |
| 12 Month Contract | 100.00 | 25.00 |
| 36 Month Contract | 0.00 | 25.00 |
| Overtime Usage Charge plus applicable usage charges below [4] | | 0.05 |

| | Rate per Line |
|---|---|
| Month-to-Month | $.050 per min. |
| 12 Month Contract | .040 per min. |
| 36 Month Contract | .030 per min. |

(1) In lieu of service charges in Section 6.
(2) In addition to the B1 rate in Section 4.
(3) Does not include the FCC Subscriber Line Charge
(4) Usage Charges apply to all local originating voice and circuit switched data calls.

* Limited to existing customers at their current locations

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

B. Digital (ISDN) Single Line Services (Grandfathered) *

1. Rates (Cont'd)

c. Packaged Services (Business or Home)

| | Nonrecurring Charge | Monthly Rate |
|---|---|---|
| MBKS Basic Service, per line | $25.00 | $6.00 |
| Data 1000, per line | 15.00 | 3.00 |
| Data 2000, per line | 15.00 | 5.00 |
| X.25 Basic | 0.00 | 0.00 |
| X.25 Deluxe Package, per line | 15.00 | 5.00 |
| Additional Directory Numbers, Each | 0.00 | 2.00 |
| Data Direct Connect | 0.00 | 1.00 |
| D Packet | 0.00 | 5.00 |

* Limited to existing customers at their current locations

DIGITAL SERVICES

12.1 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

B. Digital (ISDN) Single Line Services (Grandfathered) * (Cont'd)

1. Rates (Cont'd)

d. Foreign Exchange Service

Applicable FX charges when customer chooses Digital (ISDN) Centrex Service from another exchange although digital (ISDN) Centrex Service is not available in the customer's serving exchange. The charges below are FX charges only and in addition to the rates all other Single Line ISDN rates.

| | Monthly Rate (1) |
|---|---|
| Business Foreign Exchange Facility per ISDN Access | $30.00 |
| Home Foreign Exchange Facility | 30.00 |
| Foreign Exchange Service Two Interoffice Transport, per V & H mile | |
| Mileage additive to 125 miles | 45.00 |
| Mileage additive to 125 to 425 miles | 66.00 |
| Mileage additive Over 425 miles | 87.00 |

(1) ISDN FX Service is in addition to the ISDN rate.

* Limited to existing customers at their current locations

DIGITAL SERVICES

## 12.2 ADVANCED DIGITAL SERVICE

### A. Primary Rate Interface (PRI)

#### 1. General Description [1]

Advanced Digital Service-PRI is a digital business service that provides access from a customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises.

ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

The channel may be a DS1 or other suitable facility. The rates and charges for the channel and multiplexing, where applicable, are in addition to those for the Advanced Digital Service-PRI termination.

Advanced Digital Service-PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by additional Advanced Digital Service-PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in Section 12, Sheet 42 following.

Advanced Digital Service PRI National Integrated Services Digital Network (ISDN) Standards-PRI provides for the following ISDN Lines:

PRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

[1] Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

2. Definitions

"B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.

"D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.

Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

3. Standard Features For Circuit Switched Data and Voice Services(1)

Caller Number Identification - allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.

Call-By-Call - allows the circuit switched data and voice services enabled over the Advanced Digital Service-PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switched Data calls to utilize "B" channels on a call by call basis. Without this feature, each service type, circuit switched data or voice, must have a dedicated "B" channel.

Clear Channel Capability - is a characteristic of the transmission paths on the "B" channels for ADS-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.

(1) Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

3. Standard Features For Circuit Switched Data and Voice Services[1] (Cont'd)

"D" Channel Control of Multiple ADS-PRI lines - provides the capability for a single "D" channel to provide the signaling and control information for several ADS-PRI's. This arrangement allows the twenty-fourth channel on one or more ADS-PRI's to be available for incoming or outgoing voice and circuit switched data.

Dedicated Trunk Groups - allow all 23 "B" channels (24 where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice and circuit switched data.

Direct Inward Dialing (DID) - permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ADS-PRI will outpulse digits to the customer premises equipment which can further process the calls as desired.

Equal Access - allows the customer to preselect an interexchange carrier for each trunk group enabled for circuit switched data and voice services.

(1) Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

4. Optional Features for Circuit Switched Data and Voice Services(1)

Call-By-Call for FX - allows Foreign Exchange calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

Call-By-Call for Tie Lines - allows Tie Line calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

"D" Channel Backup - provides for a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ADS-PRI's share a single "D" channel. A predetermined channel on another ADS-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.

Network Ring Again - enables station users whose Digital PBX is connected to a Central Office by ADS-PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different Central Office.

Network Name Display - allows the name of a station user calling over ADS-PRI to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different Central Office.

System Intercommunication Service - is an arrangement that allows the ADS-PRI "B" channel(s) to connect to a Centrex System or to another ADS-PRI that is located in the same Central Office. This optional feature is only available on per "B" Channel Circuit for Switched Data/Voice.

(1) Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

5. Regulations [1]

a. Provision of Service

ADS-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.

The availability, functionality and capabilities of ADS-PRI features may vary by serving Central Office.

Except as specified in 5. f. following for Government Entity, ADS-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

b. Advanced Digital Service Primary Rate Interface Specifications

All customer-provided equipment used to interface with ADS-PRI is required to conform with Technical Reference Specifications as used by the Company.

c. Payment for Service

Monthly or Contract - ADS-PRI is offered under a monthly plan or a contractual basis commencing on the date service is established.

Temporary Suspension of Service is not offered with ADS-PRI.

[1] Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

5. Regulations [1] (Cont'd)

d. Cancellation of Service Prior to Establishment of Service

In the event that ADS-PRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:

If the customer elects a 12, 36 or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in A-7. Charges and Rates times the number of ADS-PRI lines initially in service, times the number of months in the unexpired portion of the applicable contract period.

In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.

e. In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

f. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

[1] Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

6. Application of Charges and Rates [1]

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.

The channel may be a DS1 or other suitable facility. The rates and charges for the channel and multiplexing, where applicable, are in addition to those for the Advanced Digital Service-PRI termination.

Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.

Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges if applicable as specified elsewhere in this tariff.

[1] Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

7. Charges and Rates (1)

| | Install Charge | Monthly Charge | 12-Month | 36-Month | 60-Month |
|---|---|---|---|---|---|
| ADS-PRI Access Line, each | $1,500.00 | $820.00 | $810.00 | $790.00 | $770.00 |
| Optional | | | | | |
| "D" Channel Backup, each | $210.00 | $130.00 | $125.00 | $120.00 | $115.00 |
| System Inter-Communication Service Per "B" Channel Switched Data/Voice | $150.00 | $35.00 | | | |
| Call-By-Call for FX, each | $75.00 | $25.00 | | | |
| Call-By-Call for Tie Lines, each | $75.00 | $25.00 | | | |
| Network Ring Again Per ADS-PRI Equipped | $300.00 | $75.00 | $72.50 | $70.00 | $67.50 |
| Network Name Display Per ADS-PRI | $300.00 | $75.00 | $72.50 | $70.00 | $67.50 |

(1) Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

7. Charges and Rates (1) (Cont'd)

| | Istall Charge |
|---|---|
| Additions, Deletions, Rearrangements and Changes of one or more trunks to existing trunk groups | |
| Per Interface, Per Occasion, Per Trunk Group | $50.00 |
| Circuit Switched Data | |
| Local Usage Per Minute after 30 hours of service | 0.04 |

(1) Effective March 24, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service

a. General

(1) Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service ("ISDN-PRI Business Service") is a local exchange offering supported by the ISDN architecture.

(2) ISDN-PRI Business 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 provides 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 64 Kbps B-Channels and one 64 Kbps D-Channel. After purchasing the original 23 B-Channel plus one D-Channel configuration, the customer may purchase additional ISDN-PRI Business Service arrangements in 24-B Channel or 23-B + D Channel increments.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way **trunks)**. (D)

(3) ISDN-PRI Business Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).

(4) Unless specified, the regulations for ISDN-PRI Business Service apply in addition to the General Regulations set forth in Section 2 of this tariff.

(5) ISDN-PRI Business Service and its optional features and functions are 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. Charges Applicable Under Special Conditions may apply as specified in Section 2 of this tariff.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

b. Regulations

(1) The customer is responsible for providing Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Business Service.

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

(3) Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

(4) Vacation Number Reservation, as defined in Section 20 of this tariff, is not available for ISDN-PRI Business Service.

(5) Service Charges specified in Section 6 of this tariff apply to any charges not specified in this section.

(6) The minimum service period for ISDN-PRI Business Service is six months. A Term Discount Plan commitment period of one year is available.

(7) Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Business Service subscriber. Resale of this call identification information is prohibited by this tariff.

(8) Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer must order one ISDN-PRI Business Service arrangement that includes 23 B-Channels and 1 D-Channel. After the first 23-B + D arrangement is purchased, a customer may purchase additional arrangements in increments of 24-B-Channels. The D-Channel activated on the initial arrangement serves the additional arrangements. The Company recommends that the quantity of B-channels supported by a single D-Channel not exceed 95.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

b. Regulations (Cont'd)

(9) This service is available only from central offices which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is served by a non-ISDN capable central office, the Company may provide ISDN-PRI Business Service from an alternative serving central office, as designated by the Company. The subscriber may be required to accept a foreign NXX. When a foreign NXX is required, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement, as specified in A.8.g.1.of this Section, will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement. The local calling area may not be the same as the local calling area of the exchange in which the customer is located.

When ISDN functionality becomes available from the central office that normally serves this subscriber, ISDN-PRI Business Service will be provided from that office and the subscriber may be required to accept a different NXX. If the subscriber chooses to continue ISDN-PRI Business Service from the alternative serving central office, the additional charges applicable for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will continue to apply.

Similarly, if a subscriber requests ISDN-PRI Business Service from an alternative serving central office other than that designated by the Company, the rates applicable for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

Emergency 911 calls placed over ISDN-PRI Business Service provisioned via a foreign central office serving this arrangement will be identified as the alternative serving central office NXX and not the non-ISDN capable central office NXX. The Company shall not be liable for any loss or damages arising from emergency calls placed from ISDN-PRI Business Service provisioned via an alternative serving central office.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

b. Regulations (Cont'd)

(10) This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electronically compatible facilities available, or where existing facilities can be made compatible.

(11) Rotary hunt functionality, at no additional charge, is available with ISDN-PRI Business Service. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-channel. The functionality is exclusively within the B-channels of a single ISDN-PRI Business Service arrangement or between multiple ISDN-PRI Business Service arrangements and is not allowed between ISDN-PRI Business Service arrangements and other services, including but not limited to, Business Individual Line Service. The total number of Primary Rate Interfaces in a single, standard hunting configuration may not exceed 50.

(12) ISDN-PRI Business Service is not offered in conjunction with Local Measured Service. No additional charges apply for calls to Local Calling Area and Extended Area Service (EAS) exchanges.

(13) In order to maintain the quality of ISDN-PRI Business Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled maintenance - used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance - may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

b. Regulations (Cont'd)

(14) One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section 5 of this tariff.

(15) Relocation of an ISDN-PRI Business Service arrangement to a new location with the same building or to a different location within the same central office serving area is considered a "move" and a Move Change Charge will apply for each ISDN-PRI Business Service arrangement that is relocated. Customer requested moves to a location in a different central office serving area are treated as disconnections at the existing location, and service establishment charges will apply for each ISDN-PRI Business Service arrangement established at the new location.

c. Definitions

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

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

(3) Primary Rate Access Line – The facility between the serving central office and the customer's premises. Provides transport for up to twenty-four (24) 64 Kbps.

(4) Primary Rate Interface – The central office switching elements that are dedicated to a customer's service ISDN-PRI Business Service.

(5) Primary Rate Channels – B-Channels or D-Channels, as defined above.

(6) Rotary Hunt Functionality - A service arrangement which allows calls made to a busy number to be completed to another idle line in that rotary number group.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

d. Features

(1) Standard Features

Clear Channel Capability - The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

Digital Voice Transmission - All voice calls are transmitted using digital signaling.

Direct Inward Dialing (DID) Signaling - Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. The central office will outpulse digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN charges and are provided in Section 5 of this tariff.

Dynamic Allocation of Bandwidth - Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

Incoming Call Identification (Caller ID) - When provided by the originating carrier's facilities, incoming call identification transmits the telephone number of the calling party to the subscriber via the D-Channel subject to availability. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX.

PBX Station ID Capability - Allows the station user's number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI . This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

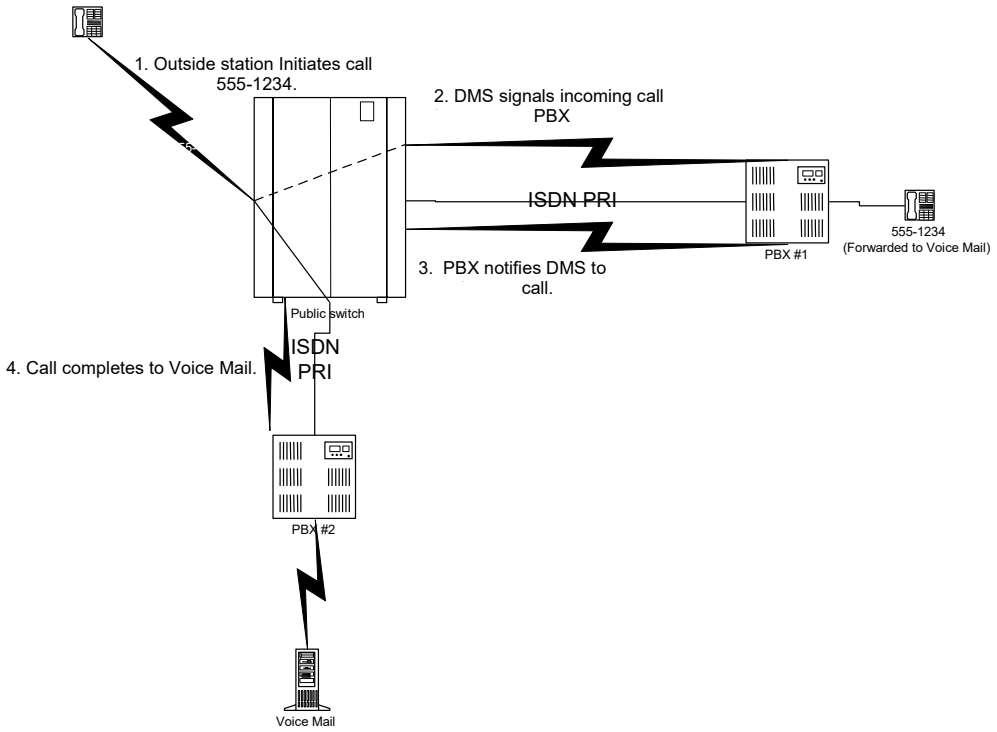
A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

d. Features (Cont'd)

(2) Optional Features

2 B-Channel Transfer - If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.



DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

d. Features (Cont'd)

(2) Optional Features (Cont'd)

Call-by-Call/Integrated Service Access Feature Capability – Allows the customer to dynamically allocate the use of channels for ISDN-PRI Business Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward **trunk**) to access for each call. (D) (D)

Circular Hunt – Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

D-Channel Backup – Provides backup for the D-Channel for a customer with multiple ISDN-PRI Business Service arrangements by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

d. Features (Cont'd)

(2) Optional Features (Cont'd)

E911 Call Screening - E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Database Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

Incoming Call Identification (Caller ID Name and Number) - Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The Customer's equipment must be compatible with this service. Calling number delivery blocking is available as stipulated in Section 5 of this tariff.

National ISDN-2 Protocol - National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

Network Ring Again - Enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

e. Service Components

(1) Each ISDN-PRI Business Service arrangement consists of the following functional components:

- Primary Rate Access Line
- Primary Rate Interface
- Primary Rate Channels

(a) Primary Rate Access Line – Provides a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability. One Primary Rate Access Line is provided for every 24 channels.

(b) Primary Rate Interface – Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps. Primary Rate Interfaces may be provisioned as one-way or two-way.

I Primary Rate Channels – The initial ISDN-PRI Business Service arrangement consists of 24 channels (23-B + D) with unlimited usage that will allow either voice or data transmission up to 64 Kbps. Additional arrangements may be ordered in 24-B Channel or 23-B + D Channel increments.

(i) Voice calls may be completed to both ISDN and non-ISDN lines.

(ii) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

(iii) The customer may choose to subscribe to additional non exchange based **services. The** subscription to these services is in addition to the charges for ISDN-PRI Business Service. (D) (D)

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

e. Service Components (Cont'd)

(2) Each Primary Rate Access Line may be active with a corresponding number of services (i.e., inward/outward trunks, WATS Lines, 800/866/877/888 Service) selected. The customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward **trunk)** to access for each call. (D) (D)

f. Application of Rates

(1) Nonrecurring charges will not be applicable for ISDN-PRI Business Service arrangements that are updated from an existing 1.544 Mbps service to ISDN-PRI Business Service.

(2) The initial ISDN-PRI Business Service arrangement at any location must include a 23-B + D configuration, after which additional arrangements may be ordered with 23-B + D Channels or 24-B Channels.

(3) Rates and charges for optional features and functions are applied to each ISDN-PRI Business Service arrangement for which a separate Primary Rate Interface is required. For example, when a customer has the initial 23-B+D configuration and an additional 24-B Channel arrangement, two Primary Rate Interfaces are provided. The feature charge applies for each Primary Rate Interface over which the optional feature is activated.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges

(1) ISDN-PRI Business Service Arrangement

An ISDN-PRI Business Service Arrangement is furnished between a serving central office and the customer's designated premises. The customer must initially subscribe to a 23-B + D configuration per location, after which additional arrangements may be either 23-B + D or 24-B Channel configurations.

The rates, charges and regulations for a 1.544 Mbps interoffice channel, as specified in Section 9, apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement.

ISDN-PRI Business Service Arrangement is available at month-to-month rates (subject to minimum service period of six months) or under a Term Discount Plan (TDP) with a one year commitment period.

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(1) ISDN-PRI Business Service Arrangement (Cont'd)

(a) ISDN-PRI Business Service Arrangement with One-Way Primary Rate Interface (23-B + D and 24-B)

| | Monthly Rate | Nonrecurring Charge (Initial) | Nonrecurring Charge (Add'l*) |
|---|---|---|---|
| Month-to-month | $985.17 | $650.00 | $0.00 |
| (6 mo. Min.) One Year | 975.17 | 450.00 | 0.00 |

(b) ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B + D and 24-B)

| | Monthly Rate | Nonrecurring Charge (Initial) | Nonrecurring Charge (Add'l*) |
|---|---|---|---|
| Month-to-month | $985.17 | $650.00 | $0.00 |
| (6 mo. Min.) One Year | 975.17 | 450.00 | 0.00 |

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(2) Optional Features

| | Monthly Rate | Nonrecurring Charge |
|---|---|---|
| (a) D-Channel Backup* each channel | $130.00 | $20.00 |
| (b) Network Ring Again Per Primary Rate Interface** (Available with Two-Way Primary Rate Interface only) | 75.00 | 0.00 |
| (c) Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only) | 25.00 | 35.00 |
| (d) Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface | 75.00 | 0.00 |
| (e) 2 B-Channel Transfer** Per Primary Rate Interface | 35.00 | 100.00 |
| (f) Circular Hunt** Per Primary Rate Interface | 25.00 | 100.00 |
| (g) National ISDN-2 Protocol** Per Primary Rate Interface | 0.00 | 0.00 |
| (h) E911 Call Screening** Per Primary Rate Interface (up to 100 station numbers) | 125.00 | 150.00 |

* Available only to customers subscribing to more than one Primary Rate Interface.
** Certain equipment restrictions apply.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

| | Monthly Rate | Nonrecurring Charge |
|---|---|---|
| (3) Optional Feature Packages | | |
| (a) Premium Package* Includes National ISDN-2 Protocol**, E911 Call Screening**, Incoming Call Identification (Caller ID Name and Number), Call-by-Call/Integrated Service Access Feature Capability, and 2 B-Channel Transfer** Per Primary Rate Interface | $195.00 | $285.00 |

(4) Move Charge

A Move Charge, per ISDN-PRI Business Service arrangement, applies for each arrangement moved to a new location in the same building or to a different location within the same central office serving area. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

(5) Service Connection Charges

(a) Service Establishment Charges are applicable for each ISDN-PRI Business Service arrangement, based on the quantity of Primary Rate Access Lines required, 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. The nonrecurring charges associated with service establishment are found in Section A.8.g.1(a) and (b).

* Available only to customers subscribing to more than one Primary Rate Interface.
** Certain equipment restrictions apply.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(5) Service Connection Charges (Cont'd)

(b) Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).

(c) Premises Visit Charges are applicable per ISDN-PRI Business Service arrangement, 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.

(d) Nonrecurring Charges

(i) Service Change Charge

(a) For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement $165.00

(b) For termination change at the same premises, Programming, per ISDN-PRI Business Service arrangement 35.00

(ii) Premises Visit Charge, per ISDN-PRI Business Service arrangement 125.00

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(6) Termination Liability Charges

(a) If a customer under a Term Discount Plan (TDP) disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If Charges Applicable Under Special Conditions were applied to the service being terminated, any termination charges associated with Charges Applicable Under Special Conditions will also apply.

(b) If a customer relocates an existing ISDN-PRI Business Service arrangement to a new location with the same building or to a different location within the same central office serving area prior to the expiration of the TDP, a Termination Liability Charge will not apply, and the number of months accrued at the prior location will carry over to the new location. Move Charges will apply for each arrangement relocated.

If a TDP customer requests relocation of an existing ISDN-PRI Business Service arrangement to a location in a different central office serving area, termination charges will not apply if the customer converts to a new TDP commitment period that is equal to or greater than the original TDP commitment period. The number of months accrued at the prior location under the original TDP will not carry over to the new location. Service Establishment Charges will apply for the ISDN-PRI Business Service arrangement(s) installed at the new location.

(c) Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If Company initiated rate increases causes the charges for the ISDN-PRI Business Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the Company within 30 days after the effective date of the rate increase.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(6) Termination Liability Charges (Cont'd)

(d) If multiple TDP commitment periods are available, the customer can extend TDP commitment periods at any time during the term of the plan. The number of months accrued in the current plan will apply toward the new plan selected.

(e) At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the then prevailing tariffed rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI Business Service arrangements installed under the expired TDP. Additional ISDN-PRI Business Service arrangements installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing Month-to-month rates unless the customer selects a TDP for those services.

(f) Termination Liability Charges will not apply when a service or rate element under a (TDP) arrangement is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

the service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service the disconnection of the existing service, and

the service orders to install the new service and disconnect the old service are for the same customer at the same location.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

A. Primary Rate Interface (PRI) (Cont'd)

8. Integrated Services Digital Network- Primary Rate Interface (ISDN-PRI) Business Service (Cont'd)

g. Rates and Charges (Cont'd)

(6) Termination Liability Charges (Cont'd)

(f) Termination Liability Charges will not apply when … (**Cont'd**) (T)

The Telephone Company will determine whether replacement service qualifies as a next generation service offering.

Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.

B. Basic Rate Interface (BRI) **– GRANDFATHERED** [(1)] (C)

1. General Description

Advanced Digital Service Basic Rate Interface is a Single Line Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.

ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.

For customers requesting ADS-BRI in a Foreign Serving Office, rates found in Section 5 of this tariff apply in addition to ADS rates.

ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

BRI provides for the following Integrated Services Digital Network (ISDN) Lines:

BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

[(1)] **Effective May 1, 2025, Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions

Circuit Switched Voice Service per "B" Channel

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

a. Standard Circuit Switched Voice Service Features

Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.

Call Hold - allows the user to hold one call for any length of time provided neither party goes on-hook. With a call on Call Hold, the station user holding the call can place another call.

Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.

Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.

Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

a. Standard Circuit Switched Voice Service Features (Cont'd)

Denied Origination - allows call terminations, but prevents the origination of a call.

Denied Termination - allows call origination, but prevents the termination of a call.

Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ADS station or an analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.

Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in the hunt group.

Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

Multiple Call Appearances - provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device). This feature may impact the use of Shared Call Appearance in certain Central Offices.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

a. Standard Circuit Switched Voice Service Features (Cont'd)

Shared Call Appearance - provides the capability to terminate telephone numbers from one ADS station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

b. Optional Circuit Switched Voice Features

Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

b. Optional Circuit Switched Voice Features (Cont'd)

Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in this document.

Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in this document.

Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in this document.

Call Return - 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 then dial a code to request the network to place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the 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 be placed automatically.

Charges and rates for this optional feature are specified in this document.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

b. Optional Circuit Switched Voice Features (Cont'd)

Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.

Automatic Busy Redial - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (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 be placed automatically.

Charges and rates for this optional feature are specified in thid document.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

b. Optional Circuit Switched Voice Features (Cont'd)

Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

Station-Controlled Conference (6 Port) - allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.

Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather than the complete telephone numbers. Charges and rates for this optional feature are specified in this document.

c. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

c. Circuit Switched Data Service Per "B" Channel (Cont'd)

Standard Circuit Switched Data Service Features:

Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating

Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows all 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.

Denied Origination - allows call terminations, but prevents the origination of a call.

Denied Termination - allows call origination, but prevents the termination of a call.

Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

c. Circuit Switched Data Service Per "B" Channel (Cont'd)

Optional Circuit Switched Data Service Features:

Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition.

This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in this document.

Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in this document.

Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in this document.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

2. Service Descriptions (Cont'd)

d. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits. Circuit Switched Data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunication Charges.

The Standard and Optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

3. Regulations

a. Provision of Service

ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure or to contract for services beyond the normal service term or both. (These notes and charges will be determined on an individual case basis)

Distance Extension Charges as set forth in Section 12, B.5.c. of this document will apply to customers who are within the serving central office and who are located more than 18,000 feet (cable route) from the central office.

Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.

The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

3. Regulations (Cont'd)

b. Directory Listings

The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 5 of this document.

c. Transmission Specifications

An ADS-BRI line consists of non-loaded two-wire facility.

The standard transmission parameters for an ADS-BRI line consists of a maximum of 40dB loop loss at a 40 KHz test tone terminated into a 135 ohm impedance.

d. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

Monthly or Contract - ADS-BRI is offered under a monthly plan.

Temporary Suspension of Service - Temporary Suspension of Service is not offered with ADS-BRI.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) (Cont'd)

3. Regulations (Cont'd)

f. Cancellation of Service Prior to Establishment of Service

In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

4. Application of Charges and Rates

Circuit Switched Voice calls will be subject to Extended Community Calling charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.

Circuit Switched Data calls will be subject to usage sensitive rates based on minutes of use for local and Extended Community Calling, or Long Distance Telecommunications Service charges as specified elsewhere in this document.

DIGITAL SERVICES

12.2 ADVANCED DIGITAL SERVICE (Cont'd)

B. Basic Rate Interface (BRI) **– GRANDFATHERED** [(1)] (Cont'd) (C)

5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system. The monthly rate includes the BRI access line.

| | | Install Charge | Month to Month |
|---|---|---|---|
| a. | ISDN, Basic Rate Access Line (2B+D) | $75.00 | $134.20 |
| b. | Optional Service Features: | | |
| | Additional Call Offering | 5.00 | 2.50 |
| | Additional Multiple Call Appearance, each | 5.00 | 2.00 |
| | Intercom Calling | 5.00 | 2.00 |
| | Message Waiting Indicator, each | 5.00 | 3.00 |
| | Secondary Telephone Numbers, each | 5.00 | 2.00 |
| | Station Controlled Conference – 6 Port | 5.00 | 4.50 |
| c. | Distance Extension Charge : | N/A | 25.00 |

[(1)] **Effective May 1, 2025, Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

PACKAGED SERVICES

13.1 See LOCAL TERMS OF SERVICE AND PRICE LIST FOR BUSINESS AND RESIDENCE PACKAGED SERVICES for descriptions, terms and conditions, and rates applicable for the following services:

(C)
Economy Pack Bundle **– GRANDFATHERED** [3] (T)
Economy Pack Plus **– GRANDFATHERED**
Simple Choice One and Simple Choice Two – GRANDFATHERED
Simple Choice/Business Assist Advantage – GRANDFATHERED [2]
Second Line Bundle – GRANDFATHERED
Caller ID Extra – GRANDFATHERED
Caller ID Plus – GRANDFATHERED
Select Pak/Business Assist Select – GRANDFATHERED
Business Unlimited – GRANDFATHERED [2]
Core Connect Bundles – GRANDFATHERED [2]
Primary Rate Interface (PRI) Bundle – GRANDFATHERED [2]
Simple Choice Unlimited – GRANDFATHERED
Home Phone II – GRANDFATHERED
CenturyLink Business Bundle – GRANDFATHERED [2]
Unlimited Nationwide Calling [3] or Essential Home Phone With 30 Minutes Long Distance **– GRANDFATHERED** (C)
Voice Mail Complementary Services Package – GRANDFATHERED [2] (C)
Prepaid Local Telephone Service (PLTS) – GRANDFATHERED [1]
Simply Unlimited Business
Simply Unlimited Phone for Residence **– GRANDFATHERED** [3] (C)
**Brightspeed Voice** (N)
**Brightspeed Business Voice** (N)

[1] Effective December 1, 2017, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.

[2] Effective May 1, 2025, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.

[3] **Effective September 1, 2025, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.** (N) (N)

PACKAGED SERVICES

**RESERVED FOR FUTURE USE**

**This revision deletes the following pages of this section:**
**1st Revised Page 3**
**Original Pages 3 through 4**
**1st Revised Page 5**
**Original Pages 6 through 8**
**1st Revised Page 9**
**4th Revised Page 10**
**Original Pages 11 through 19**
**1st Revised Page 20**
**Original Pages 21 through 22**
**1st Revised Pages 23 through 26**
**2nd Revised Page 27**
**Original Page 28**

**See Page 1 of this section for services previously found on these pages.**

# OBSOLETE SERVICES

## 14.1 GENERAL

The services contained in this section of the document have been discontinued and are limited to existing customers at existing locations. Existing services can not be moved, changed or enhanced in any way. The services contained herein will not be offered to new customers.

The Telephone Company will maintain all existing services outlined herein only as long as economically feasible. Should it become economically unfeasible to maintain the service, the customer will be required to change to a like service, if available, at the rates specified in the applicable section of this Tariff.

## 14.2 ENTERPRISE/ZENITH SERVICE (1)

A. General

This is an arrangement whereby a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

B. Rates

| | Monthly Rate |
|---|---|
| 1. Special Reverse Toll Service Charge, per exchange | (2) |

C. Conditions

1. The charges for each message will be billed to the called party at the applicable message rate.

2. This service may be furnished with individual or key business lines or PBX/PABX trunks.

3. This service includes the listing of a special number in both the published directory and Directory Assistance records of the exchange or exchanges from which calls are to be accepted.

a. At the option of the customer this number may be nonpublished, to limit the service to certain selected individuals, without additional charge.

4. The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer-selected exchanges.

(1) Limited to existing customers at existing locations.
(2) Message Toll Telephone Service Concurrence applies. See Section 8.

OBSOLETE SERVICES

## 14.3 JOINT USER SERVICE (1)

A. General

Joint User service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

B. Rates

Service Charges apply as listed in Section 6.

1. Schedules "A" and "B" Exchanges

| | Monthly Rate |
|---|---|
| Joint User Service | 50% of applicable business rate |

C. Conditions

1. Joint User Service will be furnished with the approval of the Company only with business individual line service in Schedules "A" and "B" Exchanges. (2)

2. Joint User Service will not be furnished to a customer who is in a business of a secretarial nature, or of renting or leasing space to transient or permanent tenants.

(1) Limited to existing customers at existing locations.
(2) See Section 4, Sheets 7, 8, and 9 for exchange listings.

OBSOLETE SERVICES

14.3 JOINT USER SERVICE (1) (Cont'd)

C. Conditions (Cont'd)

3. The Joint User must be located on the premises, or in the same office, or in the same suite of offices as the customer, or in an office adjacent to and directly accessible from the customer's office.

4. A Joint User will be furnished one directory listing without charge.

5. Applications for Joint User Service shall be made by the customer.

6. The customer will be responsible for all charges incurred by the Joint User.

7. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.

8. After listing for the Joint User has been included in the directory, Joint User Service may not be discontinued during the life of the directory, except under the following conditions.

   a. The customer's service is discontinued.

   b. The Joint User moves from the premises where the customer's service is located.

   c. The Joint User establishes his own primary service on the same premises.

9. Joint User Service is not available in conjunction with Usage Pricing Service.

OBSOLETE SERVICES

## 14.4 SPECIAL BILLING NUMBER SERVICE (1)

A. General

Special Billing Number Service provides a separate listing of toll telephone messages each month for each Special Billing Number used in placing calls.

B. Rates

| | | Monthly Rate |
|---|---|---|
| Service Charges apply as found in Section 6. | | |
| 1. Special Billing Numbers which are issued as go-together numbers on the customer's main telephone number | | |
| a. | First number | $1.00 |
| b. | Each additional number | 0.50 |
| 2. Special Billing Numbers which are billed separately and where the customer receives an individual bill for each | | |
| a. | Each number | 2.00 |

C. Conditions

1. Special Billing Number Service may be provided in conjunction with PBX or PABX Service.

2. The minimum period for which this service may be offered is six months.

3. Each Special Billing Number will be issued with the same billing name as the customer's main telephone number.

4. A telephone credit card may be issued on each Special Billing Number for the customer's convenience.

(1) Limited to existing customers.

OBSOLETE SERVICES

## 14.5 CUSTOM CALLING PLUS SERVICE

A. General

Custom Calling Plus Service will be provided as an Experimental Service Offering within the Siloam Springs exchange. This Experimental Service Offering will apply to Custom Calling Plus Service features for a maximum of 12 months from October 15, 1990 as approved in Docket No. 90-165-TF. Service charges will be waived during the experimental offering.

Custom Calling Plus Service is comprised of a group of features individually described below, which allow customers to effectively manage the call flow generated over their Exchange Access Line(s). This management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. (See Conditions.) That telephone number is held in network memory affording the called party certain options relevant to the specific service offerings.

1. Automatic Callback

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.

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 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.

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.

(1) This service is limited to existing customers.

OBSOLETE SERVICES

14.5 CUSTOM CALLING PLUS SERVICE (Cont'd)

A. General (Cont'd)

2. Call Trace

Enables the customer to initiate an automatic trace of the last call received without first having to obtain legal authorization. Upon activation by the customer, the network automatically records the calling number, the time the call was received, and the time the trace was activated. If successful, an announcement will be provided to the customer to inform him of a successful trace and telling him that he should contact the proper legal agency for further action in regards to the calling party. The customer is not provided the traced number. The results of the trace are made available only to an authorized legal agency with an official request.

Only calls from within the same central office service area are traceable using Call Trace, and are subject to conditions as set forth in C. Conditions following.

If the customer makes or receives another call after terminating or interrupting the annoying call, prior to activating the trace, Call Trace will not record the correct number.

Call Trace records will be saved for a one year period unless legal requirements dictate otherwise.

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.

(1) This service is limited to existing customers.

OBSOLETE SERVICES

14.5 CUSTOM CALLING PLUS SERVICE (Cont'd)

A. General (Cont'd)

3. Ring Again

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 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.

B. Rates

| | | Monthly Rate (1) Bus. | Monthly Rate (1) Res. | Nonrecurring Charge |
|---|---|---|---|---|
| 1. | Automatic Callback, per line | $**7.20** (I) | $**6.00** (I) | - |
| 2. | Call Trace, | | | |
| | a. per line, | **5.95** (I) | **5.95** (I) | - |
| | b. per successful attempt | - | -- | 7.00 |
| 3. | Ring Again, per line | **7.20** (I) | **6.00** (I) | - |

(1) This service is limited to existing customers.

OBSOLETE SERVICES

14.5 CUSTOM CALLING PLUS SERVICE (Cont'd)

C. Conditions

1. The provision of Custom Calling Plus (CLASS) Services are contingent upon the availability of the appropriate technology in both the originating and terminating exchanges, and the interconnection between those exchanges.

   Custom Calling Plus Services are offered to residence and business individual line customers. Custom Calling Plus Services are not available to customers having, multi-line hunt group service, Public, Semi-Public, Customer-Owned Pay Telephone Service, **Mobile, PBX** trunk facilities, and trunk facilities associated with Direct Inward Dialing. (D)

2. In addition to the provisions of this Local Exchange Tariff, Section 4, the Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of Custom Calling Plus Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

3. Call Trace will be billed, on a per call basis, only when the attempt to trace and record the calling telephone number is successful. The results of the trace are made available only to an authorized legal agency with an official request. The Company will not be liable for damages if, for any reason, the attempt is not successful.

4. Operator assisted calls will override Custom Calling Plus features.

(1) This service is limited to existing customers.

OBSOLETE SERVICES

## 14.6 DIGITAL CENTREX SERVICE

A. General

Digital Centrex Service is a fully integrated digital communication central office service designed to serve customers with 2 to 200 lines. This service is grandfathered to existing customers at their present locations. Any new service must be added at the Centrex rates presently in effect in other sections of this tariff.

B. Rates

The rates set forth below are for Company provided services & equipment; station equipment is located at the designated customer location(s).

1. Digital Centrex Service Access Rates:

In addition to rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Section 4, apply as appropriate.

The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Digital Centrex Intragroup Calling Lines and is in addition to the rates described below.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

OBSOLETE SERVICES

14.6 DIGITAL CENTREX SERVICE (Cont'd)

B. Rates (Cont'd)

Intragroup Calling Services (lines not designated as access lines).

Intragroup Calling Service lines provide communication paths for intrabusiness system calling.

Intragroup Calling Service Monthly Rates Per Line:

| 1 - 200 lines | Monthly Rate |
|---|---|
| 0 - .5 miles | $2.40 |
| .6 - 1.0 miles | 3.60 |
| 1.1 - 1.5 miles | 4.80 |
| 1.6 - 2.0 miles | 6.05 |

Basic Service (per line)*

| | |
|---|---|
| Customer with 2 lines, each | 3.50 |
| Customer with 3 lines or more, but less than 7 lines, each | 3.00 |
| Customer with 7 lines or more, each | 2.50 |

* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

OBSOLETE SERVICES

14.6 DIGITAL CENTREX SERVICE (Cont'd)

B. Rates (Cont'd)

| | Monthly Rate |
|---|---|
| Enhanced Services & Features (per line)* | |
| Business Set Service** (excludes customer premise equipment) | 2.45 |
| Enhanced Business Service | 2.95 |
| Station Message Detail Recorder | 2.95 |
| Enhanced Station Message Detail Recorder | 4.15 |
| Automatic Route Selection | 2.05 |
| Datapath Basic | 4.50 |
| Hospital Communications | 0.50 |
| Console Alerting | 0.50 |
| Electronic Switched Network | 5.10 |
| Cut-Thru Dialing | 0.50 |

* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

** A Central Office Software feature. CPE may be provided by the customer.

OBSOLETE SERVICES

14.6 DIGITAL CENTREX SERVICE (Cont'd)

C. Conditions

Customers subscribing to Digital Centrex Service will be required to have a minimum of two (2) access lines. The customer may not mix business with residential lines of service within the same Digital Centrex Service subscription.

If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company. This provision is applicable to Business Set Service.

Digital Centrex basic and enhances services and features are only offered in central offices equipped to provide such service.

Service area is limited to manufacturer's equipment specifications with respect to distance from the central office.

The minimum charge for service provided under this tariff shall be one month.

The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in GENERAL SERVICES, Section 5 of this tariff, or may be provided free if in the judgement of the Company such listings will improve service to the public, or reduce Company operating costs, or both.

Extended Area Service (EAS) is available with this Service in the event the customer's Central Office Exchange has EAS.

For service over 200 lines or greater than 2 miles from the central office, tariff rates as specified in 2., will apply in addition to an appropriate portion of applicable special construction costs or expenses as specified in Section 2, GENERAL REGULATIONS.

Any contracts relative to the provision of this service will be provided to the Commission at least one (1) day prior to the effective date of the service. Rates contained in the contracts are under the authority of the Commission and may be altered by the Commission at any time during the life of the contracts.

OBSOLETE SERVICES

14.6 DIGITAL CENTREX SERVICE (Cont'd)

D. Explanation of Terms

Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

FRAME RELAY SERVICE

**Effective July 1, 2015, this service will no longer be available to new customers for new orders nor will new orders from existing customers be accepted (except to the extent permitted by a Term Discount Plan).**

**All existing customers may migrate to another company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another company-provided service prior to expiration of the Term Discount Plan.**

**Existing customers will be grandfathered as follows:**

- **As of July 1, 2015, month-to-month customers will no longer be able to subscribe to this service.**
- **Customers with a Term Discount Plan that expires after July 1, 2015 may retain their ATM Service covered by that Term Discount Plan until the expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.**

15.1 FRAME RELAY SERVICE

A. Service Description

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56/64* Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 768 KbpsDS1, or DS3 using a Frame Relay Access Line and Permanent Virtual Circuits (PVCs).

Clear Channel Capability is available as set forth under Section 7 in the National Exchange Carrier Association Tariff F.C.C. No. 5, and will be provided upon request, and where deemed applicable by CenturyTel.

PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

In operation of Frame Relay Service, customer premises equipment, such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The customer premises equipment then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC.

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

* Upon request and where available.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

**A. Service Description (Cont'd)**

**Frame Relay Service conforms to ITU-T (Telecommunication Standardization Bureau of the International Telecommunication Union, formerly Consultative Committee for International Telegraph and Telephone ([CCITT]) and American National Standards Institute (ANSI) publications T1.602, T1.606, T1.617 and T1.618.**

**The Committed Information Rate (CIR) and the Excess Burst Rate B(e) are traffic management parameters that allow the customer to fine tune implementation of Frame Relay Service.**

B. Service Provisioning

Frame Relay is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of assigned virtual connections. Each frame is passed to the Frame Relay network with an address that specifies the virtual connection.

Variable frame length capability is useful in communications between asynchronous Local Area Networks (LANs) and for transport of synchronous data traffic. Frame Relay is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.

Frame Relay is provided to the customer in the form of the Frame Relay User-to-Network Interface (UNI) Port with Access Line, or Frame Relay UNI Port Only, Frame Relay Network-to-Network (NNI) Port Only, Frame Relay NNI Public Access based on Committed Information Rate (CIR), and CIR-based Permanent Virtual Circuits (PVCs). The Frame Relay Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay Switch. The Frame Relay Access line is provided for use only with Frame Relay Service and where pre-established by the Telephone Company. Frame Relay Service is not offered bundled with the Frame Relay Access Line. DS3 is available on a UNI or NNI port only basis and the DS3 access line is obtained from Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5. The Frame Relay UNI and NNI Port Only offerings are provided for channel termination and channel mileage connections to the network supporting Frame Relay Service. Channel Termination and Channel Mileage are available from Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

B. Service Provisioning (Cont'd)

PVCs are provisioned on either 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 768 Kbps, DS1 or DS3 ports, depending upon the customer's networking requirements. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed. Since all PVCs need not be in use at the same time, it is possible for the total bandwidth of all CIR-PVCs associated with one Frame Relay Access Line to exceed the bandwidth of that Frame Relay Access Line. This is referred to as over-subscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.

No PVC can have a CIR greater than the lower of the two port speeds connected by the PVC segment.

A PVC must be associated with at least one Frame Relay Port. A Frame Relay Port can be associated with multiple PVCs.

A customer subscribing to a FRS port or port with access line will be referred to as the Controller of the Frame Relay Port. A separate entity may subscribe, with written authorization from the Controller, to a PVC which allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the Controller may order the disconnect of the Frame Relay Access Service. Both customers must have a Frame Relay Service. The Controller of each Frame Relay Access Service must have written permission from the Controller(s) of each of the Frame Relay Services to which a PVC is requested.

The Frame Relay Port with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different customers as Controllers.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

B. Service Provisioning (Cont'd)

The Committed Information Rate (CIR) and Excess Burst Size B(e) are traffic management-parameters that allow the customer to fine tune implementation of Frame Relay Service.

Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay Switch out of service, during the predetermined maintenance window of 12:01 a.m. - 6:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Telephone Company reserves the right to temporarily interrupt Frame Relay Service at other times in emergency situations.

The Telephone Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.

Frame Relay Service is available where facilities and conditions permit.

C. Obligations of the Telephone Company

In addition to the general conditions in Section 2:

When a customer orders a PVC which is related to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, the Telephone Company will provide assistance in establishing this PVC.

The Telephone Company has the service responsibility up to and including the network interface.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation

1. Minimum Period

The minimum period for Frame Relay Service is one month, except when provided under an Optional Payment Plan (OPP) arrangement. The regulations applicable to Frame Relay Service provided under an OPP arrangement are specified under 15(E)(4). CIR based PVCs and Public NNI Access are not offered under an OPP.

When PVCs are added to existing Frame Relay Service, the minimum period for the added PVCs is one month.

2. Rate Elements

a. Frame Relay UNI Port and Access Line

A nonrecurring charge and a monthly rate, based on the speed of the port connection (i.e., 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps 512 Kbps, 768 Kbps or DS1), apply per port for each Frame Relay access line or digital private line connection to the network supporting Frame Relay Service. Each port can accommodate multiple PVCs.

b. Frame Relay UNI Port Only

The User-to-Network Interface (UNI) port provides for an end user to carrier connection. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each Frame Relay Access Line or digital private line connection to the network supporting Frame Relay Service. The channel termination and channel mileage can be provided via a special access line and special transport to the nearest Telephone Company Frame Relay capable serving wire center, if applicable, offered in Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

2. Rate Elements (Cont'd)

c. Frame Relay Private NNI Port Only

The Private Network-to-Network Interface (NNI) port provides for connecting two networks together for Frame Relay Service, which is dedicated to one customer. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each digital private line connection to the network supporting Frame Relay Service. The digital private line connection can be provided via a channel termination and channel mileage, if applicable, offered in Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5.

d. Frame Relay Public NNI Access

The Public Network-to-Network (NNI) access connections are shared among several customers, whose data traffic traverse the link. The monthly rate is applied based on the CIR requested by the customer. Public NNI Access will be provisioned where facilities and conditions permit and where pre-established.

e. Frame Relay CIR-PVC

A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated Frame Relay port. One hundred percent CIR will be allowed when conditions and infrastructure permit.

Customers may purchase Express PVC-1 or Express PVC-2 to prioritize PVCs at a higher rate than CIR-PVCs. Express PVC will help ensure maximum performance and satisfaction for applications such as Voice over Frame Relay. The above CIR conditions apply to Express PVC.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

2. Rate Elements (Cont'd)

f. CIR-PVC Subsequent Order Charge

When a customer orders additional PVCs or B(e), or changes PVC or B(e) assignments on a Frame Relay port after the initial port installation, the CIR-PVC Subsequent Order Charge shall apply per order.

g. Excess Burst Size B(e)

For port size of 256 Kbs or higher, a burst size monthly recurring charge may be applicable. B(e) is uncommitted data.

3. Rate Application

A customer may access Frame Relay Service via a Frame Relay Access Line or via Telephone Company provided digital access facilities offered under Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5. If a customer utilizes a special access line to access FRS, the associated regulations, rates and charges for such facilities shall apply in addition to the rates and charges associated with the FRS rate elements.

A customer utilizing special access facilities to access FRS would incur the monthly rate and nonrecurring charge associated with the Frame Relay UNI or NNI Port Only charge set forth under 15(F)(1)(b) or 15(F)(1)(c) respectively for standard arrangements. The UNI Port provides for a user to frame relay switch connection; the NNI Port provides for a frame relay switch to frame relay switch connection.

The Frame Relay Access Line with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different Controllers, as discussed under 15(B). A request by one customer to discontinue a PVC does not result in the disconnection of the Frame Relay Access Line and Port. Only the Controller of a Frame Relay Access Line may authorize a disconnect of that line.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

3. Rate Application (Cont'd)

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes are as follows:

- Change of customer name, i.e., the customer or record does not change but rather the name of record changes its name, e.g., XYZ Company to XYZ Communications,

- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,

- Change in billing data (name, address, or contact name or telephone number),

- Change of customer contact name or telephone number, and

- Change of customer service element identification.

4. Optional Payment Plan (OPP)

a. General

(1) The terms and conditions specified herein are applicable to Frame Relay Service and are in addition to other regulations as specified in this tariff.

(2) The Frame Relay UNI Port with Access Line, the Frame Relay UNI or NNI Port Only rate elements are available under an OPP. CIR-PVC capacity is not offered under an OPP. Channel Termination and Channel Mileage and additional features are available at their tariffed rates and regulations, as set forth in the National Exchange Carrier Association Tariff F.C.C. No. 5.

(3) Frame Relay OPP rates will not be greater than standard month-to-month Frame Relay rates, for the same rate elements.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

4. Optional Payment Plan (OPP)

a. General

(4) Three year and five year OPP rates will be equal to or less than the one year OPP rates. Decreases to the one year OPP rates will flow through to the three year and five year OPP rates.

(5) Payment periods of one year, three year, and five year are available to all customers at the applicable rates set forth in 15(F)(2) regardless of when they subscribe to an OPP arrangement. Rate elements must be ordered under the same OPP period.

(6) The customer must designate on the order the payment period for the OPP.

(7) Inside moves, provided in accordance with Section 6, will not incur termination liability charges.

(8) Outside moves, provided in accordance with Section 6, will allow the customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

4. Optional Payment Plan (OPP)

b. Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.

- Nonrecurring charges will not be reapplied for existing service(s).

- If the new OPP period is shorter in length that the time remaining under the existing OPP, the change to the new OPP period constitutes a discontinuance of the existing OPP service and termination liability charges apply.

c. Renewal Options

(1) At the expiration of a OPP period, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.

(2) Conversion to a different OPP period at the time of renewal will require the customer to submit a change order. Conversion of existing OPP service to a different OPP period will be allowed without application of any nonrecurring or ordering charges.

(3) Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service. However, if no other changes are ordered, no charge will apply.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

4. Optional Payment Plan (OPP)

d. Notification of Discontinuance

An order for discontinuance of an OPP arrangement must be submitted in writing and received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

e. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.

- The fixed-period plan for the upgraded service(s) meets or exceeds the remaining length of the existing fixed-period plan.

- The total monthly rate of the new agreement is equal to or greater than the total monthly rate of the existing agreement period.

- The monthly rates for the upgraded services and/or service elements will be those in effect at the time of the service upgrade.

- Termination liability charges will not apply as long as the upgraded service remains connected at the same points of termination(s) or meets the requirements set forth in Section 6 and is provided by the Telephone Company.

- Nonrecurring Charges will not apply to the upgraded Port or Port and Access Wire.

- Nonrecurring Charges will apply for all other services.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

4. Optional Payment Plan (OPP) (Cont'd)

f. Termination Liability

When an OPP arrangement is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

Termination charges for Frame Relay Service (port only or port and access) will also apply if the minimal amount defined in the contract is not retained. Charges are set forth below with the penalty assessed for each service that falls below the minimum number.

One Year OPP - 50% of any remaining portion of the first year's recurring charges for the in service quantity.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 20% of the total monthly recurring charges in that time period for the in service quantity.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period for the in service quantity.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

D. Rate Regulation (Cont'd)

4. Optional Payment Plan (OPP) (Cont'd)

g. Termination Without Liability

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at his/her option, terminate the OPP arrangement without penalty or liability.

h. Credit of Termination Liability

Credit of termination liability charges for Frame Relay services may be applicable in the case of re-establishment of similar Frame Relay Service of equal to or higher speeds within six months of termination for the same length of the OPP. The amount of credit will be one-sixth of the penalty times the number of months service is re-established until the sixth month.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

**Effective July 1, 2015, month-to-month service is discontinued for all existing customers and is not available to new customers. Customers with an existing Term Discount Plan may retain their service until the expiration of that Term Discount Plan. Existing Term Discount Plans are not renewable.**

E. Rates and Charges

1. Standard Arrangements

a. Frame Relay UNI Port and Access Line, each

| 56/64# Kbps | | 128 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $295.00 | $110.00 | $395.00 | $200.00 |

| 256 Kbps | | 384 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $395.00 | $280.00 | $395.00 | $365.00 |

| 512 Kbps | | 768 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $395.00 | $420.00 | $395.00 | $460.00 |

| DS1 Service | |
|---|---|
| Nonrecurring Charge | Monthly Rate |
| $395.00 | $530.00 |

# Upon request and where available.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

b. Frame Relay UNI Port Only, each @

| 56/64# Kbps | | 128 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $80.00 | $45.00 | $150.00 | $80.00 |

| 256 Kbps | | 384 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rat | Nonrecurring Charge | Monthly Rate |
| $150.00 | $115.00 | $150.00 | $160.00 |

| 512 Kbps | | 768 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $150.00 | $210.00 | $150.00 | $250.00 |

| DS1 Service | | DS3 Service | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $395.00 | $300.00 | $395.00 | $1,180.00 |

# Upon request and where available.
@ Refer to Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line and Transport Rate.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

c. Frame Relay Private NNI Port Only, each @

| 56/64# Kbps | | 128 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $55.00 | $30.00 | $95.00 | $45.00 |

| 256 Kbps | | 384 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $95.00 | $65.00 | $95.00 | $78.00 |

| DS1 Service | | DS3 Service | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $295.00 | $180.00 | $595.00 | $800.00 |

@ Refer to Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line and Transport rate.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

d. Frame Relay Public NNI, based on CIR

| 1-32 Kbps | | 33-64 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $20.00 | $20.00 | $25.00 |

| 65-96 Kbps | | 97-128 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $30.00 | $20.00 | $35.00 |

| 129-192 Kbps | | 193-256 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $40.00 | $20.00 | $50.00 |

| 257-320 Kbps | | 321-384 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $55.00 | $20.00 | $60.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

d. Frame Relay Public NNI, based on CIR (Cont'd)

| 385-512 Kbps | | 513-768 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $70.00 | $20.00 | $80.00 |

| 769-1152 Kbps | | 1,153-1,536 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $90.00 | $20.00 | $105.00 |

| 1,537-4,000 Kbps | | 4,001-10,000 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $135.00 | $20.00 | $290.00 |

| 10,001-15,000 Kbps | | 15,001-20,000 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $410.00 | $20.00 | $510.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

d. Frame Relay Public NNI, based on CIR (Cont'd)

| 20,001-25,000 Kbps | | 25,001-30,000 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $610.00 | $20.00 | $700.00 |

| 30,001-35,000 Kbps | | 35,001-40,000 Kbps | |
|---|---|---|---|
| Nonrecurring Charge | Monthly Rate | Nonrecurring Charge | Monthly Rate |
| $20.00 | $775.00 | $20.00 | $875.00 |

| 40,001-45,000 Kbps | |
|---|---|
| Nonrecurring Charge | Monthly Rate |
| $20.00 | $975.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each

Based on CIR Requested

| | 1-32 Kbps | 33-64 Kbps | 65-96 Kbps | 97-128 Kbps |
|---|---|---|---|---|
| Monthly Rate | $8.00 | $15.00 | $22.00 | $27.00 |

| | 1-32 Kbps | 33-64 Kbps | 65-96 Kbps | 97-128 Kbps |
|---|---|---|---|---|
| ExpressPVC-1 Monthly Rate | $10.00 | $18.75 | $27.50 | $33.75 |

| | 1-32 Kbps | 33-64 Kbps | 65-96 Kbps | 97-128 Kbps |
|---|---|---|---|---|
| Express PVC-2 Monthly Rate | $8.80 | $16.50 | $24.20 | $29.70 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each (Cont'd)

Based on CIR Requested

| | 129-192 Kbps | 193-256 Kbps | 257-320 Kbps | 321-384 Kbps |
|---|---|---|---|---|
| Monthly Rate | $36.00 | $42.00 | $48.00 | $54.00 |

| | 129-192 Kbps | 193-256 Kbps | 257-320 Kbps | 321-384 Kbps |
|---|---|---|---|---|
| Express PVC-1 Monthly Rate | $45.00 | $52.50 | $60.00 | $67.50 |

| | 129-192 Kbps | 193-256 Kbps | 257-320 Kbps | 321-384 Kbps |
|---|---|---|---|---|
| Express PVC-2 Monthly Rate | $39.60 | $46.20 | $52.80 | $59.40 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each (Cont'd)

Based on CIR Requested (Cont'd)

| | 385-512 Kbps | 513-768 Kbps | 769-1152 Kbps | 1153-1536 Kbps |
|---|---|---|---|---|
| Monthly Rate | $60.00 | $70.00 | $80.00 | $90.00 |

| | 385-512 Kbps | 513-768 Kbps | 769-1152 Kbps | 1153-1536 Kbps |
|---|---|---|---|---|
| Express PVC-1 Monthly Rate | $75.00 | $87.50 | $100.00 | $112.50 |

| | 385-512 Kbps | 513-768 Kbps | 769-1152 Kbps | 1153-1536 Kbps |
|---|---|---|---|---|
| Express PVC-2 Monthly Rate | $66.00 | $77.00 | $88.00 | $99.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each (Cont'd)

Based on CIR Requested (Cont'd)

| | 1,537 Kbps - 4,000 Kbps | 4,001 Kbps - 10,000 Kbps | 10,001 Kbps - 15,000 Kbps |
|---|---|---|---|
| Monthly Rate | $120.00 | $250.00 | $330.00 |

| | 1,537 Kbps - 4,000 Kbps | 4,001 Kbps - 10,000 Kbps | 10,001 Kbps - 15,000 Kbps |
|---|---|---|---|
| Express PVC-1 Monthly Rate | $150.00 | $312.50 | $412.50 |

| | 1,537 Kbps - 4,000 Kbps | 4,001 Kbps - 10,000 Kbps | 10,001 Kbps - 15,000 Kbps |
|---|---|---|---|
| Express PVC-2 Monthly Rate | $132.00 | $275.00 | $363.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each (Cont'd)

Based on CIR Requested (Cont'd)

| | 15,001 Kbps - 20,000 Kbps | 20,001 Kbps - 25,000 Kbps | 25,001 Kbps - 30,000 Kbps |
|---|---|---|---|
| Monthly Rate | $410.00 | $490.00 | $570.00 |

| | 15,001 Kbps - 20,000 Kbps | 20,001 Kbps - 25,000 Kbps | 25,001 Kbps - 30,000 Kbps |
|---|---|---|---|
| Express PVC-1 Monthly Rate | $512.50 | $612.50 | $712.50 |

| | 15,001 Kbps - 20,000 Kbps | 20,001 Kbps - 25,000 Kbps | 25,001 Kbps - 30,000 Kbps |
|---|---|---|---|
| Express PVC-2 Monthly Rate | $451.00 | $539.00 | $627.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

e. Frame Relay Permanent Virtual Circuit CIR Capacity, each (Cont'd)

Based on CIR Requested (Cont'd)

| | 30,001 Kbps - 35,000 Kbps | 35,001 Kbps - 40,000 Kbps | 40,001 Kbps - 45,000 Kbps |
|---|---|---|---|
| Monthly Rate | $650.00 | $730.00 | $800.00 |

| | 30,001 Kbps - 35,000 Kbps | 35,001 Kbps - 40,000 Kbps | 40,001 Kbps - 45,000 Kbps |
|---|---|---|---|
| Express PVC-1 Monthly Rate | $812.50 | $912.50 | $1000.00 |

| | 30,001 Kbps - 35,000 Kbps | 35,001 Kbps - 40,000 Kbps | 40,001 Kbps - 45,000 Kbps |
|---|---|---|---|
| Express PVC-2 Monthly Rate | $715.00 | $803.00 | $880.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

1. Standard Arrangements (Cont'd)

| | | Nonrecurring Charge | Monthly Rate |
|---|---|---|---|
| f. | Burst Size B(e) | | |
| | 250 Kbps | N/A | $2.00 |
| | 1 Mbps | N/A | $5.00 |
| g. | Subsequent Order Charge [CIR, B(e)] | $20.00 | N/A |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

a. Frame Relay UNI Port and Access Line, each

(1) 56/64#Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $295.00 | $105.00 | $95.00 | $85.00 |

(2) 128 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $180.00 | $165.00 | $160.00 |

(3) 256 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $250.00 | $235.00 | $220.00 |

# Upon request and where available.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

a. Frame Relay UNI Port and Access Line, each

(4) 384 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $345.00 | $335.00 | $320.00 |

(5) 512 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $410.00 | $395.00 | $375.00 |

(6) 768 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $445.00 | $430.00 | $415.00 |

(7) DS1 Service

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $510.00 | $490.00 | $470.00 |

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

b. Frame Relay UNI Port Only, each*

(1) 56/64# Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $80.00 | $43.00 | $41.00 | $38.00 |

(2) 128 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $150.00 | $75.00 | $70.00 | $68.00 |

(3) 256 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $150.00 | $110.00 | $105.00 | $100.00 |

# Upon request and where available.
* Refer to Section 7 of National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line rate and transport charge.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

b. Frame Relay UNI Port Only, each* (Cont'd)

(4) 384 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $150.00 | $150.00 | $140.00 | $130.00 |

(5) 512 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $150.00 | $200.00 | $185.00 | $170.00 |

(6) 768 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $150.00 | $240.00 | $225.00 | $210.00 |

(7) DS1 Service

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $285.00 | $265.00 | $245.00 |

(8) DS3 Service

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $395.00 | $1140.00 | $1090.00 | $1050.00 |

@ Refer to Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line rate and transport charges.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

c. Frame Relay Private NNI Port Only, each@

(1) 56/64 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $55.00 | $27.00 | $23.00 | $20.00 |

(2) 128 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $95.00 | $40.00 | $35.00 | $30.00 |

(3) 256 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $95.00 | $60.00 | $55.00 | $50.00 |

@ Refer to Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line rate and transport charges.

FRAME RELAY SERVICE

15.1 FRAME RELAY SERVICE (Cont'd)

E. Rates and Charges (Cont'd)

2. Optional Payment Plan (OPP) (Cont'd)

c. Frame Relay Private NNI Port Only, each@ (Cont'd)

(4) 384 Kbps

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $95.00 | $75.00 | $72.00 | $69.00 |

(5) DS1 Service

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $295.00 | $170.00 | $160.00 | $150.00 |

(6) DS3 Service

| Nonrecurring Charge | One Year Monthly Rate | Three Year Monthly Rate | Five Year Monthly Rate |
|---|---|---|---|
| $595.00 | $750.00 | $725.00 | $700.00 |

@ Refer to Section 7 of the National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Access Line rate.

DSS SERVICE

16.1 DSS SERVICE

A. General

1. DSS Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DSS is available for data dialed access use.

2. DSS is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.

3. DSS provides a trunkside DS1 connection with 24 channels. DSS does not provide the function of analog to digital (or vice versa) conversions, and no service types can be specified on the DS1.

4. DSS is comprised of a DSS Capacity component:

   a. The DSS Capacity will be at the rates and charges as specified in (F) of this Section.

   b. DSS customers will have to select capacity in increments of 24 digital channels.

5. Customers will be offered DSS on a month-to-month basis only.

B. Digital Architecture

1. DSS differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.

2. The time required to provision service is known as the service date interval. The service date interval for DSS and related network services connected to DSS will differ from the normal guidelines applicable to end-to-end services.

DSS SERVICE

16.1 DSS SERVICE (Cont'd)

B. Digital Architecture (Cont'd)

3. DSS will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

C. Definitions

Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DSS Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DSS is available in increments of 24 digital channels.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

DSS SERVICE

16.1 DSS SERVICE (Cont'd)

D. Regulations

1. DSS is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.

2. DSS is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Assembly Charges may be applicable.

3. All DSS must be channelized in a single equipment location on a customer's premises. DSS cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the GTE Technical Interface Reference Manual.

E. Application of Rates

1. The DSS Capacity rate is applicable to each DSS.

2. The DSS Capacity element provides for the network facility to the customer premises and the central office channelization.

3. DSS Service is available on a month-to-month basis only.

4. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 2 of this document.

5. Unless specified herein, rules and regulations contained elsewhere in this document are also applicable to DSS Service.

F. Rates and Charges

| | Monthly Rate | Nonrecurring Charge |
|---|---|---|
| DSS Capacity, each | $750.00 | $500.00 |

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.1 GENERAL

A. Digital Link Digital Channel Service (DCS) is an intraexchange common line service which integrates the transport of switched and dedicated services between a customer's premises and the local serving office. Digital Link Digital Channel Service (DCS) is provided on a channelized basis (DSO) over a single high-capacity (DS1) digital facility.

B. Digital Link Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal.

C. The following types of network services as specified in other tariffs are available on a channelized basis via Digital Link Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Digital Link Digital Channel Service.

1. Analog Voice Service (exchange lines/trunks), and Digital Centrex lines, foreign exchange, off-premises extensions, voice private **lines**. (D)

D. Digital Link Digital Channel Service is comprised of the following components:

- Digital Channel Capacity
- Service Activation

1. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in this document.

2. Customer Premises Channelization is to be provided with premises equipment by the customer. Rules and regulations apply as specified in this document.

3. Digital Link Digital Channel Service customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 12, 36, or 60 months.

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.2 DIGITAL ARCHITECTURE

A. Digital Link Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

B. The time required to provision service is known as the service date interval. The service date interval for Digital Link Digital Channel Service and related network services connected to Digital Link Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

C. Digital Link Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and automatic access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.3 DEFINITIONS

Digital Channel Capacity - A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 digital channels.

Service Activation - A Service Activation is the connection between Digital Link Digital Channel Service and the network service accessed.

Channel Service Unit (CSU) - The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS0 - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the GTE Technical Interface Reference Manual.)

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provided for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the GTE Technical Interface Reference Manual.)

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.4 REGULATIONS

A. Digital Link Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.

B. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in this document may be applicable.

C. Special Transport Mileage from the General Private Line Services and Channels Tariff as filed by Southwestern Bell in the state of Arkansas will apply when a customer's request for Digital Link Digital Channel Service is provisioned in a central office other than the customer's local serving office.

D. The customer may activate any number or combination of digital channels within the limitations as set forth in this Section. Digital channels may be activated coincident with installation or at any time subsequent to the Digital Channel Capacity installation. Once activated, the type of service provisioned on a digital channel is subject to a minimum service period of one month.

E. All Digital Link Digital Channel Service must be channelized in a single equipment location on a customer's premises. Digital Link Digital Channel Service cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of this Tariff) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

F. Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of this document. The regulations, rates, and charges specified in this Tariff are applicable for the Digital Link Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Tariff are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non-Digital Link Digital Channel Service component of the customer's end-to-end service.

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.4 REGULATIONS (Cont'd)

G. The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.

H. Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be crossconnected. Digital Channel Capacities are provided in groups of 24 DSO channels, and are subject to the limits as set forth in the previous paragraph.

I. Customer Premises Channelization, provided by the customer, generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities.

J. The technical specifications and standard network interfaces for DS1 and associated channelized services are only with D4 channel bank equipment or compatible, equivalent equipment.

K. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an Individual Case Basis.

L. When a customer's Digital Link Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.5 APPLICATION OF RATES

A. Two basic rate elements; Digital Channel Capacity and Service Activation are applicable to each Digital Link Digital Channel Service.

B. The Digital Channel Capacity element provides for the mileage based transport and the central office channelization. Digital Channel Capacity is offered with 12, 36, 60 month Term Payment Plan periods.

C. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis.

D. Monthly rates and charges as specified in this document for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point time.

E. Exchange and long-distance calling is provided within Digital Link Digital Channel Service via the appropriate service activation. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The network access charges when utilized for Digital Centrex Service will be ordered and billed as specified in this document. This charge is in addition to all other applicable Digital Link Digital Channel Service charges.

F. Rates and charges specified in other Tariff sections for services such as Custom Calling Services, etc., are in addition to the monthly rates for Digital Link Digital Channel Service.

G. Federal End User Subscriber Line Charges (EUSLC) are applicable to Digital Link Digital Channel Service. Subscriber Line Charges will apply as specified in the Company's Federal tariff.

H. The rates and charges for other services connected or extended beyond Digital Link Digital Channel Service (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in this Tariff for the Digital Link Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Charges as specified in other Tariffs for activities involving the non-Digital Link Digital Channel Service portion of the customer end-to-end service.

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.5 APPLICATION OF RATES (Cont'd)

I. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12, 36 and 60 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

1. The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

2. Service Activation charges are available on a month-to-month basis.

3. Individual network services (switched or dedicated) that are connected to Digital Link Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.

J. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan at rates as specified in this document..

K. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:

1. No Termination Liability Charge will be applicable for the Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods contained in (E)(8).

2. All Digital Link Digital Channel Service Components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.

L. A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.5 APPLICATION OF RATES (Cont'd)

M. Transfer of service responsibility between customers is permitted subject to the Rules and Regulations as specified in this document.

N. Unless specified herein, the regulations contained elsewhere in this document are applicable to Digital Link Digital Channel Service. These regulations include but are not limited to:

- Cancellation of Service
- Application for Service
- Payment Arrangements
- Limitation of Liability

O. Should customers request interconnection between different Digital Link Digital Channel Services provisioned in two or more different local serving offices, the special transport mileage rates from the General Private Line Services and Channels Tariff as filed by Southwestern Bell in the state Arkansas will apply. This charge will apply in addition to Digital Link Digital Channel Service charges for each customer's premises which Digital Link Digital Channel Service is provisioned.

17.6 RATES AND CHARGES

A. Service Charges

1. Service Establishment Charge

a. This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Service Activations. This charge includes common centralized testing, coordination and accounting activities.

b. This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.6 RATES AND CHARGES (Cont'd)

A. Service Charges (Cont'd)

2. Service Change Charge

a. This charge applies on a per Digital Channel Capacity Service Activation basis associated with a customer request for modifications to an existing service. This would include activities such as, but not limited to:

- Change of associated channel assignment
- Additional supplemental features
- Activate/deactivate Service Activation

b. This Service Change Charge will be applied on a first and each additional basis and is in addition to Service Charges as specified elsewhere in this document.

3. Charges

| | | Nonrecurring Charge |
|---|---|---|
| a. | Service Establishment Charge | $300.00 |
| b. | Service Change Charge | 150.00 |

DIGITAL LINK DIGITAL CHANNEL SERVICE

17.6 RATES AND CHARGES (Cont'd)

B. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

1. Per 24 Channel System (1st or additional)

| Term Contract | | Monthly Rate | Nonrecurring Charge |
|---|---|---|---|
| a. | 12 Month | $500.00 | $750.00 |
| b. | 36 Month | 300.00 | 300.00 |
| c. | 60 Month | 250.00 | 250.00 |

C. Service Activation, per channel basis

| | | Monthly Rate | |
|---|---|---|---|
| 1. | Exchange Line/Trunk Local Calling Scope | $25.00 | |
| 2. | Digital Centrex Line | 25.00 | |
| 3. | FX, OPX, Tie Line, **&** Private **Line** | 25.00 | (T) (D) |

# BUSINESS ASSIST™

## 18.1 GENERAL

A. Business Assist™ provides an intra-exchange digital facility between the customer premises and the local serving wire center and will be used by the customer to aggregate their telecommunication services onto a digital local loop. It is an intra-exchange service that can be utilized with other intra-state services that provide transport between two or more central offices. Business Assist™ includes:

1. Exchange Dial Tone service, e.g., exchange lines/trunks.

2. Digital Data Services (56/64 Kbps increments)

B. Business Assist™ is comprised of the following components:

Business Assist™ Facility
Business Assist™ Digital Channels

1. Connection charges will be at the rates and charges specified in Section 6 of this document.

2. Business Assist™ is available in quantities of DS1 (1.544 Mbps) in increments of up to 24 DS0 channels. Term Payment Plans are available in quantities of 12, 24 or 36 months. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this document.

C. This service is not available for use in transmitting interexchange traffic that neither originates or terminates at the customer premises.

BUSINESS ASSIST™

18.2 DIGITAL ARCHITECTURE

A. Business Assist™ provides a common line link between the customer and the local serving wire center. End-to-end private line and exchange services may utilize this digital link to the customer's premise, rather than the analog loop that might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks.

B. Business Assist™ will be available on a digital basis at the network interface on a customer's premises. Traditional analog services can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DS0 channels by the Company. Each digital channel provided will have an identity only as a "time slot" within a DS1 loop. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) that is actually terminated. Compatible digital-to-channelized conversion equipment must be provided by the customer to derive the desired analog services. Any terminating equipment necessary for digital services is the responsibility of the customer.

18.3 DEFINITIONS

Terminating Equipment. The network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises such as a Channel Service Unit/Data Service Unit (CSU/DSU) or Integrated Access Device (IAD).

Business Assist™ Facility. A multifunctional DS1 or signal between the customer premises and the local serving wire center. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the network services ordered by the customer. The Business Assist™ Facility is available in quantities of DS1 facilities.

Business Assist™ Digital Channel. The connection between the Business Assist™ Facility and the network service accessed.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. DS1 facilities are normally provided on copper transmission medium.

BUSINESS ASSIST™

18.4 REGULATIONS

A. Business Assist™ is furnished subject to the availability of facilities and requisite digital equipment located in a central office building owned or leased by the Company. Service inquiries will be necessary to determine availability.

B. Special Construction Charges as specified elsewhere in this document may be applicable.

C. Digital Data Service as specified in the access tariff will apply when Business Assist™ is extended beyond the customer's local serving wire center.

D. The customer may activate any number or combination of digital channels within the limitations as set forth in following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Business Assist™. Once activated, a digital channel is subject to a minimum service period (month to month).

E. A minimum of six voice channels and two data channels must be activated for Business Assist™. The total number of digital channels activated by the customer may not, at any time, exceed the total Business Assist™ Facility capacity.

F. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates, and charges specified in this document will apply.

G. All Business Assist™ facilities must be terminated at a single equipment location on a customer's premises.

H. Channelization on a customer's premises will be provided by the customer.

BUSINESS ASSIST™

18.4 REGULATIONS

I. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

1. Responsibilities of the Company:

a. The Company will I.Joint provisioning of channelized services endeavor to acti

b. The Company will provide the customer with information regarding the type and manufacturer of Central Office channelization equipment to be used in each application.

c. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

d. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.

e. Digital synchronization timing for Business Assist™ will be provided by the Company.

2. Responsibilities of the Customer:

a. The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

b. The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

BUSINESS ASSIST™

18.4 REGULATIONS (Cont'd)

I. Joint provisioning of channelized services … (Cont'd)

3. Trouble resolutions:

a. The Company will assist the customer in resolving any installation or day-to-day Business Assist™ problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Trip Charge as specified in Section 6.

b. When a customers Business Assist™ is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

18.5 APPLICATION OF RATES

A. Two basic rate elements; Business Assist™ Facility, and Business Assist™ Digital Channels are applicable to each Business Assist™.

B. The Business Assist™ Facility element includes the transport between the customer premises and the local serving wire center. Business Assist™ Facility is offered with 12, 24 or 36- month Term Payment Plan periods. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this document.

C. Digital Channel charges are recurring charges applicable for each network service (switched or dedicated, voice or data) required by the customer. Voice and data services include connectivity to the local serving wire center and associated charges such as trunk port charges or channel termination charges. Business Assist™ Digital Channels are offered on Term Payment Plans for each digital channel (DS0) connection.

BUSINESS ASSIST™

18.5 APPLICATION OF RATES (Cont'd)

D. Monthly rates and charges as specified following for the Business Assist™ Facility apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.

E. Rates and charges specified in other sections for services such as Custom Calling Services, etc., are in addition to the monthly rates for Business Assist™.

F. Rates and charges for other services extended beyond Business Assist™ are in addition to the rates specified in this document for the Business Assist™ portion necessary to provide customer end-to-end service.

G. The Business Assist™ Facility is available under Term Payment Plans only for rate periods of 12 months, 24 months, or 36 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

1. The customer may order additional Business Assist™ Facilities(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

2. Business Assist™ Digital Channels are available on Term Payment Plans.

H. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this document.

I. In the event Business Assist™ is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for early termination charges.

J. Should customer request interconnection between different Business Assist™ provisioned in two or more different local serving offices, the Digital Data Service Tariff as referenced in preceding will apply. This charge will apply in addition to Business Assist™ charges for each premise for which Business Assist™ is provisioned.

K. Additional charges for time and materials associated with customer premises visit(s) may apply for the initial installation or for subsequent customer requested visits.

BUSINESS ASSIST™

18.6 RATES AND CHARGES

A. Nonrecurring Charges

1. Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Business Assist™ are those listed below.

a. Installation of Business Assist™. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities during initial installation.

b. Service Change Charge. This charge is applied per Business Assist™ payment plan and is associated with a customer request for additions or modifications to an existing Business Assist™. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Addition of supplemental features
- Activate/Deactivate service connections
- Early service termination.

c. Service Ordering Charges:

| | Nonrecurring Charge |
|---|---|
| Service Installation | $300.00 |
| Service Change Charge, per request | $150.00 |

BUSINESS ASSIST™

18.6 RATES AND CHARGES (Cont'd)

B. Recurring Charges

1. Business Assist™ Facility

| | Monthly Rate Per Business Assist™ Facility |
|---|---|
| 12 Month Term Payment Plan | $325.00 |
| 24 Month Term Payment Plan | $275.00 |
| 36 Month Term Payment Plan | $275.00 |

2 Business Assist™ Digital Channels

a. Voice Service

Per Access line, trunk, Centrex station
(6 line minimum)

| | |
|---|---|
| 12 Month Term Payment Plan | $35.00 |
| 24 Month Term Payment Plan | $32.50 |
| 36 Month Term Payment Plan | $30.00 |

b. Data Service*

| | |
|---|---|
| Per DS0 channel (2 channel minimum) | $5.00 |

* If data services are provided using Frame Relay, see applicable charges in Section 15 of this document for Frame Relay Rates. Customers who subscribe to Business Assist™ will receive the following discounts on the applicable charges for Frame Relay UNI Port Only:

| | |
|---|---|
| 1 – 2 year OPP | 30% Discount |
| 3 – 4 year OPP | 50% Discount |

# N11 ABBREVIATED DIALING CODES

## 19.1 DESCRIPTION

A. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

B. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-196, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 – One-Call Notification Systems

## 19.2 TERMS AND CONDITIONS

A. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

B. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+
0+, 0- (credit card, third-party billing, collect calls)
101XXXX
Operator assisted calls will not be completed.

N11 ABBREVIATED DIALING CODES

19.2 TERMS AND CONDITIONS (Cont'd)

C. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

D. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this tariff.

E. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

F. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

G. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Arkansas Public Service Commission.

H. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

I. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

N11 ABBREVIATED DIALING CODES

19.2 TERMS AND CONDITIONS (Cont'd)

J. N11 will be provided under the following conditions:

1. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.

2. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

3. The N11 subscriber will be liable for, and will 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 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 or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

4. Suspension of N11 Service is not allowed.

5. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

6. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

N11 ABBREVIATED DIALING CODES

19.2 TERMS AND CONDITIONS (Cont'd)

K. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

1. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.

2. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

3. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

4. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

L. The Company may take all legal and practical steps to disassociate itself from N11 subscribers 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.

M. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

N. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

N11 ABBREVIATED DIALING CODES

19.3 RATES

| | Nonrecurring Charge |
|---|---|
| Initial Setup, | |
| Per Host Switch and/or Stand Alone Switch | $300.00 |
| Subsequent Changes | |
| Per Host Switch and/or Stand Alone Switch | $ 50.00 |

# VACATION NUMBER RESERVATION

## 20.1 GENERAL

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

## 20.2 CONDITIONS

A. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

B. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

C. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

## 20.3 RATES

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

# ETHERNET SERVICE

## 21.1 GENERAL

Ethernet Service is a high speed data transport service that provides end-to-end transmission using Ethernet packet technology at transport speeds ranging from 1 Megabit per second (Mbps) to 1 Gigabit per second (Gbps), where available. Ethernet is ideal for transport of broadband multimedia traffic (i.e., voice, data and video) using variable length Ethernet packets with the ability to interconnect multiple locations using the Telephone Company's Ethernet network. Ethernet packets are transmitted using capacity on dedicated and shared transmission paths through the Telephone Company's Ethernet network to a pre-specified destination.

Customers may use Ethernet to:

A. Interconnect customer designated premises (CDPs) served by the Telephone Company's Ethernet network,

B. Interconnect with its local area network (LAN) to the Telephone Company's Ethernet network and/or

C. Interconnect its CDPs to an Ethernet network located outside of the Telephone Company's serving territory.

ETHERNET SERVICE

21.2 SERVICE DESCRIPTION

Ethernet Service is provided using a combination of Ethernet Channel Terminations, Ethernet Basic Ports and Ethernet Interoffice Transport. As described below, Ethernet Service may also be used in conjunction with Special Access High Capacity circuits, Synchronous Optical Channel Service and/or with DSL Access Services.

An Ethernet Basic Port is required to provide the interface into the Telephone Company's Ethernet network. Ethernet Interoffice Transport establishes a shared transmission path between any two Ethernet Basic Ports on the Telephone Company's Ethernet network. Ethernet Interoffice Transport can also provide a shared transmission path to connect to another telephone companies Ethernet network.

The transmission quality of Ethernet is not guaranteed and is offered to Ethernet customers at a best effort level. The Telephone Company will attempt to deliver all Ethernet packets received; however, network congestion may result in a loss of Ethernet packets.

Transmission speeds may be affected by distance from the Telephone Company central office and other technical limitations in the Telephone Company's network and are also not guaranteed.

For multipoint Ethernet connections requiring the use of Ethernet Interoffice Transport, customers must designate a Telephone Company's SWC (Serving Wire Center) as the hub connection point. Once designated, the hub connection point becomes the location from which mileage is calculated to connect to all other Telephone Company's SWCs.

Ethernet service is provided, where available, between CDPs and designated Telephone Company (SWCs). Ethernet Service will be furnished where suitable facilities exist as determined by the Telephone Company. In locations where Ethernet service is not available, special construction charges may apply.

The application of rates and charges for Ethernet Service is described in A.5 of this section.

ETHERNET SERVICE

21.3 OBLIGATIONS OF THE CUSTOMER

In addition to the regulations described in other sections of this tariff, the following provisions apply to Ethernet Service:

A. The customer is responsible for providing the Telephone Company with the necessary information that will enable the provisioning of Ethernet Service.

B. The customer is responsible for providing and maintaining all required customer premises equipment (CPE), which is compatible with Ethernet Service and complies with the standards specified in Technical Reference IEEE Standard 802.3, Part 3.

21.4 MULTIPLE PARTY CONNECTIONS

The Telephone Company will not provision an Ethernet connection between two or more separate customer designated premises without receiving written consent from all customers involved in the connection. The customers requesting such an Ethernet connection must designate a Telephone Company Serving Wire Center as a single hub connection point. Each customer must order a minimum of one Ethernet Channel Termination and one Basic Port to provide Ethernet connectivity to and from their designated premise. Ethernet Interoffice Transport needed to provide connectivity between two or more customer locations will require one of the customers to provide written notification to the Telephone Company accepting responsibility for all billings associated with Interoffice Transport. Each customer will be billed for the Channel Termination and Basic Port rates ordered that provide connectivity to and from their customer premise. All customers must agree in writing in order to provide alternative billing arrangements. Ethernet Service will not be provisioned to two or more separate customer designated premises unless the conditions mentioned above are met.

ETHERNET SERVICE

## 21.5 RATE CATEGORIES

The various Ethernet Service elements are described below.

A. Ethernet Channel Terminations (CTs)

An Ethernet CT provides the transport facility between the customers designated premise and an Ethernet Basic Port at the Telephone Company's SWC. Also included in the Ethernet CT is the service delivery equipment required to provide Ethernet services.

Ethernet CTs are available at bandwidth speeds of 1 - 3 Mbps, 4 - 6 Mbps, 7 - 10 Mbps, 11 - 20 Mbps, 21 - 50 Mbps, 51 - 100 Mbps, 101 - 200 Mbps, 201 - 500 Mbps, and 501 Mbps - 1 Gbps. The customer orders an Ethernet CT based on bandwidth requirements. Bandwidth speeds of 50 Mbps and above require use of a fiber loop facility, where such fiber facilities exist. Ethernet CTs are available only from suitably equipped Telephone Company's SWCs for connection to Ethernet Basic Ports. Service delivery equipment will be provided and provisioned with up to four 10/100 Mbps customer interface ports, in which different Virtual Local Area Networks (VLAN's) associated with a particular site, can be delivered on separate ports. Additional charges will apply for VLAN's in excess of four that requires additional or higher capacity service delivery equipment than would ordinarily be needed for the bandwidth of the CT ordered. See rates section for additional customer interface port charges.

Monthly and nonrecurring charges apply for each Ethernet CT ordered. The monthly rate is based upon the bandwidth capacity requested.

ETHERNET SERVICE

21.5 RATE CATEGORIES (Cont'd)

B. Ethernet Basic Port

Ethernet Basic Ports provide the interface at the Telephone Company's SWC for data traffic to and from the customer premise as well as for connecting the Telephone Company's Ethernet network with the Ethernet network of another telephone company. An Ethernet Basic Port receives Ethernet packets, validates the addressing parameters contained in the packet headers, and transmits the packets into the Ethernet network. The Ethernet Basic Port also receives Ethernet packets from the Telephone Company's Ethernet network or from an Ethernet network located outside of the Telephone Company's serving territory, validates the addressing parameters contained in the packet headers, and transmits the packets to the pre-designated CDP.

Ethernet Basic Ports provide the interface to the Telephone Company's Ethernet network and do not include the required transport facility between the CDP and the Telephone Company's SWC. Ethernet Basic Ports are available with bandwidth speeds of 1-3 Mbps, 4 - 6 Mbps, 7 - 10 Mbps, 11 - 20 Mbps, 21 - 50 Mbps, 51 - 100 Mbps, 101 - 200 Mbps, 201- 500 Mbps, and 501 Mbps - 1 Gbps.

Required transport to the Ethernet Basic Port is provided using an Ethernet CT as described above. In order to provision Ethernet Service, each Ethernet Basic Port must be assigned a minimum of one Ethernet VLAN. An Ethernet Basic Port may be associated with more than one Ethernet VLAN. The bandwidth speed of an Ethernet Basic Port must be equal to or greater than the bandwidth speed of the associated Ethernet CT and the aggregate sum of the VLANs.

ETHERNET SERVICE

21.5 RATE CATEGORIES (Cont'd)

C. Ethernet Interoffice Transport

Ethernet VLANs are logical associations established by the Telephone Company across a shared transmission path that allow the customer to transmit packets between any two or more Ethernet Basic Ports located on the Telephone Company's Ethernet network and/or a connecting Telephone Company's Ethernet network. For multi-point VLANs, customers must designate a Telephone Company's SWC as the single hub connection point. The single hub connection point becomes the location from which mileage is calculated to connect to all other Telephone Company SWCs. The Ethernet Interoffice Transport bandwidth required is the sum of all VLAN speeds that traverse a particular point to point segment of the Telephone Company's Network. The costs of providing these logical transmission paths that extend beyond and between the Telephone Company's SWC are recovered through the billing element Ethernet Interoffice Transport. The Telephone Company will establish the Ethernet transmission paths necessary to provide the bandwidth capacity specified by the customer on its Access Order. Ethernet Interoffice Transport is available on a per mile basis in bandwidth speeds of 1 - 3 Mbps, 4 - 6 Mbps, 7 - 10 Mbps, 11 - 20 Mbps, 21 - 50 Mbps, 51 - 100 Mbps, 101 - 200 Mbps, 201 - 500 Mbps and 501 Mbps - 1 Gbps. Bandwidth speeds can be provisioned in 1 Mbps increments.

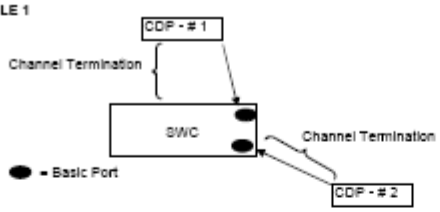
Monthly recurring charges apply for Ethernet Interoffice Transport. The monthly recurring charge is based upon the bandwidth capacity and the distance in miles of the Telephone Company's transmission path. The mileage charge will be based on airline miles between the Telephone Company's SWC and/or meet points. Fractions of miles will be considered as a whole mile.

ETHERNET SERVICE

## 21.6 APPLICATION OF RATES

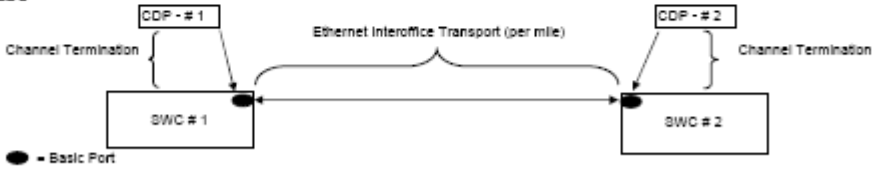
The following diagrams illustratively show how the Ethernet rate elements are intended to apply to customer orders.

**DIAGRAM/EXAMPLE 1**




Customer orders 2 connections within the same SWC. Customer will be billed 2 Channel Terminations and 2 Basic Ports.

**DIAGRAM/EXAMPLE 2**



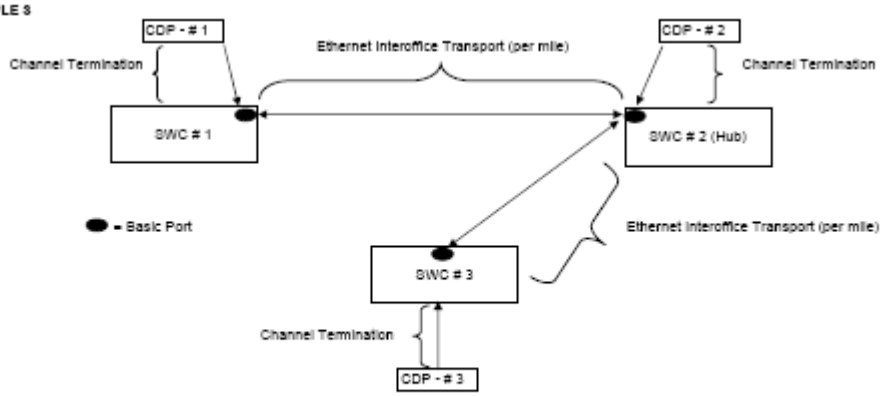

Customer orders 2 connections in different SWC. Customer will be billed 2 Channel Terminations, 2 Basic Ports and Ethernet Interoffice Transport between SWC # 1 and SWC # 2 based on mileage and bandwidth.

ETHERNET SERVICE

21.6 APPLICATION OF RATES (Cont'd)

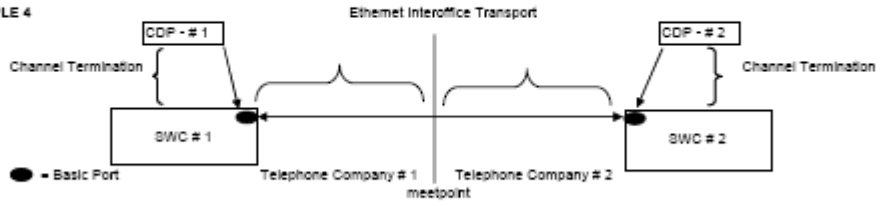
The following diagrams illustratively show how the Ethernet rate elements are intended to apply to customer orders.

**DIAGRAM/EXAMPLE 3**




Customer orders multi point connections (3 locations). Customer will be charged 3 Channel Terminations, 3 Basic Ports, Ethernet Interoffice Transport Mileage from Hub (SWC # 2) to SWC # 1 and Ethernet Interoffice Transport Mileage from Hub (SWC # 2) to SWC # 3.

**DIAGRAM/EXAMPLE 4**



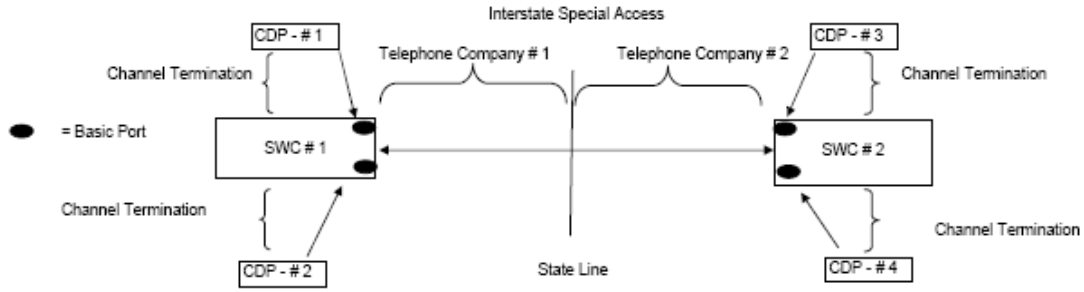

Customer orders 2 connections from adjacent Telephone Companies. CDP # 1 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 1. CDP # 2 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 2. Ethernet Interoffice Transport will be billed by Telephone Company # 1 for use of its facilites based on mileage between SWC # 1 and the meetpoint between Telephone Company # 1 and Telephone Company # 2. Ethernet Interoffice Transport will be billed by Telephone Company # 2 for the use of its facilites based on mileage between the meetpoint and SWC # 2.

ETHERNET SERVICE

21.6 APPLICATION OF RATES (Cont'd)

The following diagram illustratively shows how the Ethernet rate elements are intended to apply to customer orders.

**DIAGRAM/EXAMPLE 5**




Customer orders 4 connections from adjacent states. CDP # 1 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 1.
CDP # 2 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 1.
CDP # 3 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 2.
CDP # 4 will be billed 1 Channel Termination and 1 Basic Port from Telephone Company # 2.
Interstate Special Access will be billed by Telephone Company # 1 for the use of its facilities based on mileage between SWC # 1 and the meetpoint.
Interstate Special Access will be billed by Telephone Company # 2 for the use of its facilities based on mileage between SWC # 2 and the meetpoint.

ETHERNET SERVICE

## 21.7 RATE REGULATIONS

A. Types of Rates and Charges

There are two types of rates and charges. They are recurring rates and nonrecurring charges. The rates and charges are described below:

1. Recurring Rates (see 21.8)

Recurring rates are rates that apply each month or fraction thereof when an Ethernet service element is provided. For billing purposes, each month is considered to have 30 days.

2. Nonrecurring Charges (see 21.8)

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing service). The types of nonrecurring charges that apply for Ethernet are installation of service, service rearrangements, moves and design changes.

Except as specified below, these charges are in addition to the Access Order Charge.

a. Installation of Service

Nonrecurring charges apply for installation of Ethernet CTs and Ethernet Basic Ports ordered by the customer.

b. Service Rearrangements are changes to existing (i.e., installed) services, which may be administrative only in nature as set forth below or, that involve an actual physical change to the service.

When the customer elects to decrease the bandwidth capacity on existing Ethernet Basic Ports, and associated Ethernet CTs, the request will be considered a discontinuance of service for the former capacity and start of service for the new capacity. Associated nonrecurring (i.e., installation) charges will apply. New minimum period requirements will be established for the new Ethernet elements. The Ethernet customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued Ethernet elements.

ETHERNET SERVICE

21.7 RATE REGULATIONS (Cont'd)

A. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges (Cont'd)

b. Service Rearrangements … (Cont'd)

When the customer elects to increase the bandwidth capacity on existing Ethernet Basic Ports, and associated Ethernet CTs, the request will be considered a discontinuance of service for the former capacity and start of service for the new capacity. Associated nonrecurring (i.e., installation) charges will apply. New minimum period requirements will be established for the new Ethernet elements. Any outstanding minimum period charges associated with the discontinued Ethernet elements that would otherwise be applicable for the bandwidth capacity upgrades described in this paragraph will be waived.

Administrative changes will be made without charge(s) to the Ethernet customer. Administrative changes are as follows:

- Change of customer name,
- Change of customer or customer's end user premises address when the change of address is not a result of physical relocation of equipment,
- Change in billing data (name, address, or contact name or telephone number),
- Change of agency authorization,
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer or customer's end user contact name or telephone number.

ETHERNET SERVICE

21.7 RATE REGULATIONS (Cont'd)

A. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges (Cont'd)

c. Moves

A move involves a change in the physical location of one of the following:

- The Point of Termination at the customer's premises
- The customer's premises

The charges for moving Ethernet elements are dependent on whether the move is to a different location within the same building, to a different building within the same SWC, or to a different building in a different SWC. The charges specified below apply in addition to any applicable charges for moving any other applicable Special Access Services.

(1) Moves Within the Same Building at a Customer Premise

Ethernet Basic Ports, Ethernet Interoffice Transport are not impacted when an Ethernet customer moves its Point of Termination to a different location within the same building. The charge for moving an Ethernet CT within the same building will be an amount equal to one half of the nonrecurring charge for the Ethernet CT. There will be no change in the minimum period requirements.

Within the same SWC, Ethernet Basic Ports and Ethernet Interoffice Transport are not impacted when an Ethernet customer moves its Point of Termination to a different building within the same SWC. The move of an Ethernet CT will be treated as a discontinuance and start of service. Associated nonrecurring (i.e., installation) charges will apply and new minimum period requirements will be established for the new services.

The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

ETHERNET SERVICE

21.7 RATE REGULATIONS (Cont'd)

A. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges (Cont'd)

c. Moves (Cont'd)

(2) Moves to a Different Building in a Different SWC

A move to a different building in a different SWC will be treated as a discontinuance and start of service of all associated Ethernet elements. Associated nonrecurring charges will apply and new minimum period requirements will be established for the new services. The Ethernet customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

3. Discounts (see 21.8)

Customers electing longer service terms will be given discounts off the recurring rates. Customers electing a 3 year contract will receive a 10% discount. Customer electing a 5 year contract will receive a 20% discount.

B. Minimum Periods

The minimum period for Ethernet service elements provided to a customer and for which charges are applicable is:

- Twelve months for all Ethernet elements.
- One month notice for all disconnects from the date of disconnect notice.

ETHERNET SERVICE

21.7 RATE REGULATIONS (Cont'd)

C. Termination Liability

Customer requesting termination of service prior to the expiration date of the contract term will be liable for a termination liability charge, as described below:

| Billing Period | Termination Percentage |
|---|---|
| 12 months | 90% |
| 36 months | 75% |
| 60 months | 60% |

(Monthly Recurring Charge) X (Months Remaining in Contract) X (Termination Percentage) = Termination Liability Charge

D. Contract Expiration

Once the contract term for the Ethernet service has expired, the contract will automatically continue on a month-to-month basis at the same rate as the original contract term. The customer will be responsible for notifying the Telephone Company to request termination.

ETHERNET SERVICE

21.8 RATES

A. Nonrecurring Charges

| | | |
|---|---|---|
| 1. | Service Order | See Section 6 |
| 2. | Move Same Building | 50% Ethernet CT<br>No Service Order Charge |
| 3. | Move Same SWC | New CT NRCs Apply and<br>Service Order Charge |
| 4. | Move Different SWC | New CT NRCs Apply and<br>Service Order Charge |
| 5. | Ethernet Channel Terminations | $760.00<br>Per Termination |
| 6. | Ethernet Basic Ports | $190.00<br>Per Port |
| 7. | Interoffice Transport | $0.00 |

ETHERNET SERVICE

21.8 RATES (Cont'd)

B. Recurring Rates

1. Ethernet Channel Terminations
Per termination

| Capacity | 1 yr monthly rate |
|---|---|
| 1-3 Mbps | $318.00 |
| 4-6 Mbps | 636.00 |
| 7-10 Mbps | 954.00 |
| 11-20 Mbps | 1,400.00 |
| 21-50 Mbps | 1,845.00 |
| 51-100 Mbps | 2,768.00 |
| 101-200 Mbps | 3,690.00 |
| 201-500 Mbps | 5,535.00 |
| 501 Mbps - 1 Gbps | 7,380.00 |

2. Ethernet Basic Ports
Per Ethernet Basic Port

| Capacity | 1 yr monthly rate |
|---|---|
| 1-3 Mbps | $162.00 |
| 4-6 Mbps | 240.00 |
| 7-10 Mbps | 318.00 |
| 11-20 Mbps | 395.00 |
| 21-50 Mbps | 473.00 |
| 51-100 Mbps | 709.00 |
| 101-200 Mbps | 946.00 |
| 201-500 Mbps | 1,418.00 |
| 501 Mbps - 1 Gbps | 1,891.00 |

ETHERNET SERVICE

21.8 RATES (Cont'd)

B. Recurring Rates (Cont'd)

3. Ethernet Interoffice Transport per mile

| Capacity | 1 yr monthly rate |
|---|---|
| 1-3 Mbps | $34.00 |
| 4-6 Mbps | 69.00 |
| 7-10 Mbps | 103.00 |
| 11-20 Mbps | 111.00 |
| 21-50 Mbps | 119.00 |
| 51-100 Mbps | 178.00 |
| 101-200 Mbps | 237.00 |
| 201-500 Mbps | 356.00 |
| 501 Mbps - 1 Gbps | 474.00 |

4. Additional Customer Interface Ports

| | 1 yr monthly rate |
|---|---|
| Customer Interface Ports (per port) | $65.00 |

C. Term Discounts

The following discounts off the 1 year rates apply to 3 and 5 year contract terms:

| | |
|---|---|
| 3 yr | 10% |
| 5 yr | 20% |

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

22.1 DESCRIPTION OF THE SERVICE

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

22.2 OBTAINING TSP SYSTEM SERVICE

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

22.3 PROVISIONING PRIORITY

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

22.4 RESTORATION PRIORITY

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

22.5 OBLIGATIONS OF THE CUSTOMER

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

22.6 OBLIGATIONS OF THE TELEPHONE COMPANY

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated December 10, 2000.

22.7 RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this tariff which operate in conjunction with the TSP System.

A. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

| | Nonrecurring Charge |
|---|---|
| Per Access Line/Circuit | $15.00 |

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

22.7 RATES AND CHARGES (Cont'd)

B. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

1. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

C. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

| | Monthly Rate |
|---|---|
| Per Access Line/Circuit | $5.00 |

# RESIDENCE CUSTOMER REFERFAL PROGRAM

## 23.1 TERMS AND CONDITIONS

Existing residence customers may be eligible for a one-time $50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time $50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of $600 in referral credits per calendar year.

New residence customers may be eligible for a $10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the $10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

# PROGRAM

## 24.1 GENERAL

A. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

| | |
|---|---|
| Individual Business Line | Key Trunk |
| PBX Trunk | Centrex |

B. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.

C. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.

D. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.

E. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).

F. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

SATIFACTION GUARANTEEE PROGRAM

24.2 LIMITATIONS

A. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.

B. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

C. Each customer will be entitled to the credit one time per service.

D. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this document and does not apply to services offered under a separately negotiated contract.

E. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

# COMPETITIVE RESPONSE PROGRAMS

## 25.1 $5/$10 Bill Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

PROMOTIONS

**See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.**

# CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

## 27.1 CONSTRUCTION CHARGES

**Charges applicable under special conditions are located at SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES.**

## EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Alma, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Altus, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Atkins, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Bald Knob, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Bay, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Boles, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Booneville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Caraway, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Centerton, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

## EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Centerville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Charleston, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Clarendon, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Clarksville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Dardanelle, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Dover, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Dumas, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Elm Springs-Cave Springs, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Garfield, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Gateway, Arkansas (Seligman, Missouri) | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Gentry, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Gould, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Greenwood, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Hackett, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Hartman, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Hector, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Holly Grove, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Lake City, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

## EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Lamar, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Leachville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| London, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Manila, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Mansfield-Huntington, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Maysville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Midland-Hartford, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Monette, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Mountainburg, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

## EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Ozark, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Paris, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Pea Ridge, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Pleasant Plains, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Ratcliff, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Russellville, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Salus, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Scranton, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Siloam Springs, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

EXCHANGE AREA BOUNDARY MAPS


| | SHEET |
|---|---|
| Star City, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Subiaco, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Sulphur Springs, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Tillar, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Trumann, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Waldron, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |
| Winslow, Arkansas | |
| Exchange Area Boundary Description | 1A |
| Exchange Area Base Rate Map | 3 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

(D)
(D)

**The terms, conditions and rates contained in this section also apply to long distance message telecommunications service provided by the Company in the state of Oklahoma.** (T) (T)

45.1 **APPLICATION** (T)

A. This **section** applies to long distance message telecommunications service furnished or made available by the Telephone Company over service components located wholly within or partly within the LATAs of the State of Arkansas, between two or more points within the State of Arkansas, where the respective rate centers of such points are also located in said state, and to mobile telephone service under the provisions as set forth in this document. (T)

B. Any change in rates or regulations authorized by the legally constituted authorities' acts as a modification of all contracts to that extent without further notice.

45.2 GENERAL REGULATIONS

A. Undertaking of the Telephone Company

1. Scope

Long Distance Message Telecommunications Service (LDMTS)-the furnishing of those service components required for telecommunication between service points in different local service areas but within the same LATAs in accordance with the regulations and system of charges specified in this Tariff. The message charges specified in this **section** are in payment for all Long Distance Message Telecommunications Service furnished between the calling and called service points. (T)

The charges specified in this **section** do not contemplate work being performed by the Telephone Company employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved applies. (T

The Telephone Company does not undertake to transmit messages but furnishes the use of its services to its customers for telecommunications.

The design, maintenance and operation of Long Distance Message Telecommunications Service envisions that communications will originate or terminate at a service point of the associated exchange telephone service for LDMTS. Connections of customer- or Other Common Carrier-provided communications systems may be made to LDMTS. However, the Telephone Company will not be responsible for the through transmissions of signals or for the quality of transmission on such connections.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

A. Undertaking of the Telephone Company (Cont'd)

2. Priority of Services

a. In case a shortage of service components exists at any time either for temporary or protracted periods, the establishment of Long Distance Message Telecommunications Service shall take precedence over all other services.

b. Service is furnished subject to the availability of the service components required. The Telephone Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

c. When connections are made to Customer or Other Common Carrier-provided communications systems at a premises where the customer does not originate or terminate communications, the Telephone Company may require that the exchange telephone service be furnished from a Telephone Company Serving Office(s) different than the Serving Office(s) designated by the Telephone Company to serve that premises.

3. Limitations on Duration of Connections

The Telephone Company reserves the right to limit the duration of connection when necessary because of a shortage of service components caused by emergency conditions.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

A. Undertaking of the Telephone Company (Cont'd)

4. Liability

a. In view of the fact that the customer has exclusive control of his communications over the service furnished him by the Telephone Company, and of the other uses for which service may be furnished him by the Telephone Company, and because of unavoidability of errors incident to the use of such services of the Telephone Company, the services furnished by the Telephone Company are subject to the terms, and conditions and limitations specified in B, C, and D following.

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

c. The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its service; against claims for infringement of patents arising from combining with, service of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with service provided by the Telephone Company.

d. When the services of other telephone companies are used in establishing connections to service points not reached by the Telephone Company's service components, the Telephone Company is not liable for any act or omission of the other company or companies.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

B. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this tariff.

C. Obligation of the Customer

The calling party shall establish his identity in the course of any communication as often as may be necessary.

The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called service point or service points.

D. Payment for Service

The customer is responsible for payment of all charges for services furnished the customer, including charges for service originated or charges accepted at the customer's service point.

E. Billing and Collection of Charges

The charges for messages and chargeable reports are due when billed and are billed and collected by the Telephone Company or the connecting company from whose service point the messages were sent paid or at whose service point the messages were received collect.

F. Advance Payments

Applicants for Long Distance Message Telecommunications Service, whose financial responsibility is not a matter of general knowledge or who are not connected in a substantial way with a firm, corporation or other concern of established credit, may be required to make an advance payment of at least one month's estimated charges.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions

ACCESSORIES: Devices which are mechanically attached to or used with, the services furnished by the Telephone Company and which are independent of, and not electrically, acoustically or inductively connected to, the conductors in the communications path of the telecommunications system.

AUTHORIZED PROTECTIVE CONNECTING MODULE: A protective unit designed by the Telephone Company and manufactured under the control of Telephone Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

BILL TO THIRD NUMBER SERVICE: Denotes a billing arrangement by which a message may be charged to an authorized service point as determined by the Telephone Company other than the service point originating the message or the service point where the call is terminated.

BILLED NUMBER SCREENING: Denotes an arrangement whereby at the time of message origination Bill to Third Number or Collect calls are screened for customer preauthorized or Company-directed non acceptance. Screening is based on the "billed to" number.

CALL FORWARDING: Denotes that feature whereby a call placed to a customer's telephone number in one exchange (the Call Forwarding location) is automatically forwarded by Telephone Company serving office equipment on a Long Distance Message Telecommunications Service basis only to a service point designated by said customer in another exchange. Provision of Call Forwarding is subject to availability of service components.

COMMUNICATIONS SYSTEMS: Channels and other service components which are capable, when not connected to the Telecommunications Network of two-way communications between customer-provided terminal equipment and/or Telephone Company service points.

COLLECT CALL: Denotes a billing arrangement by which the charge for a message may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a Calling Card or third number. If the called service point is a Public or Semi-Public Coin Telephone, the charges must be billed to a Calling Card or third number, or the message may be re-originated from the called service point.

COMPOSITE DATA SERVICE: The combined use of terminal and data switching equipment provided by a Composite Data Service Vendor with the use of telecommunications services of the Telephone Company to perform data switching for others.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions (Cont'd)

COMPOSITE DATA SERVICE VENDOR: A customer that has been certified by the proper state regulatory body and/or the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, amended, to acquire and operate service components to perform data switching for others. A customer shall be classified as a Composite Data Service Vendor only with respect to use of those exchange services which are utilized for the provision of Composite Data Service.

CALLING CARD: Denotes a billing arrangement by which a message may be charged to an authorized Telephone Company Calling Card number.

CONNECTING ARRANGEMENT: The equipment provided by the Telephone Company to accomplish the direct electrical connections of service components not provided by the Telephone Company with the services of the Telephone Company.

DATA ACCESS ARRANGEMENT: A protective connecting arrangement for use with network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a serving office line and protective equipment and procedures to determine compliance with criteria set forth in the General Exchange Tariff.

DATA SWITCHING: When used in connection with Composite Data Service denotes the switching of data (non-voice) messages by the interchange controlling and routing of data messages via communications service components wherein the information content of the messages remains unaltered.

DIRECT ELECTRICAL CONNECTION: A physical connection of the electrical conductors in the communications path.

EXCHANGE ACCESS ARRANGEMENT: (EAA) A telephone service component which permits access to and from the customer's premise and the telephone exchange network point. A telephone exchange network point is also known as a serving office.

INTERFACE: That point on the premises of the customer at which provision is made for connection of other than Telephone Company-provided service components to service components provided by the Telephone Company.

INTRALATA: Long Distance Message Telecommunications Service (LDMTS) where service point locations are all within the same LATA.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions (Cont'd)

LATA: Local Access and Transport Area denotes a geographic area established for the administration of communications service. It encompasses designated local operating Telephone Company exchanges which are grouped to serve common social, economic, and miscellaneous purposes.

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

NETWORK CONTROL SIGNALING UNIT: The customer premises equipment installed, maintained and furnished for the provision of network control signaling.

PATRON: When used in connection with Composite Data Service denotes a subscriber to the data switching services of a Composite Data Service Vendor.

PERSON-TO-PERSON: That service where the person originating the call specifies to the Telephone Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.

1. When, after the service point, mobile radio system, or PBX service point called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile service point to be reached through a Mobile Telephone Service attendant, or to any other service point, department or office to be reached through a PBX attendant, the classifications of the call remains person-to-person.

2. When the person originating the call wishes arrangements made in advance with a particular party or service point for the establishment of a connection at a specified time (appointment call) the call is classified as person-to-person.

3. The Telephone Company does not undertake in connection with person-to-person service to bring to a service point a called person who cannot be reached at a service point connected to the telecommunications network.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions (Cont'd)

PERSON-TO-PERSON: (Cont'd)

4. There are two levels of Person-to-Person service. They are:

a. Non-Automated: Non-automated service is where the person originating the call dials zero, and the operator dials the number and collects necessary information for completion of the call. Non-automated service includes service that is not semi-automated. When an operator re-establishes a non-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply.

b. Semi-Automated: Semi-automated service is where the person originating the call dials zero, then dials the desired telephone number, and the operator collects necessary information for completion of the call. When an operator re-establishes a semi-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply. Semi-automated service also includes the situation when an operator places a call for a party who identifies himself as being disabled and unable to dial the call because of his disability.

SENT PAID SERVICE: Sent paid service includes all calls where the person originating the call pays for the call by having the call billed to the originating telephone number. Sent paid calls also include calls from pay telephones when the caller pays for the call by depositing coins.

SERVICE STATION LINE: Telephone service components provided by the customer in isolated and sparsely developed areas where it is not practicable for the Telephone Company to make such service components available.

SERVICE TERMINATING ARRANGEMENT: The term "Service Terminating Arrangement" denotes Telephone Company-provided equipment which terminates exchange telephone service, used for Long Distance Message Telecommunications Service (LDMTS) at a customer's premise. The "Service Terminating Arrangement" provides a clearly delineated interface which facilitates the design, isolation, and testing of LDMTS. Where a protective connecting arrangement is required, the "Service Terminating Arrangement" is provided as part of the protective connecting arrangement.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions (Cont'd)

STATION: The network control signaling unit, data set or other equipment at customer's premises which enables the customer to establish the communications connection and to effect communications through such connections; also denotes a termination of an individual exchange line or PBX trunk provided in accordance with the provisions of this tariff, in switching equipment located in an exchange foreign to the exchange in which the customer is located.

STATION-TO-STATION: That service where the person originating the call dials the telephone number desired or gives to the Telephone Company operator the telephone number of the desired service point, Mobile Telephone Service connecting circuit, PBX or PBX service point which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired service point, Mobile Telephone Service connecting circuit or PBX is listed and does not specify a Particular person to be reached, nor a particular mobile service Point to be reached through a Mobile-Telephone Service attendant, nor a particular PBX service point, department, or office to be reached.

1. "Dial Station-to-Station" is that station-to-station service where the person originating the call from other than a coin or semi-public coin telephone dials the telephone number desired and the call is completed without the assistance of a telephone company operator and the call is not billed to a number other than the originating telephone number including: 1) when an operator records the originating telephone number where no automatic recording equipment is available; 2) when operator reaches the called telephone number where service components are not available for dial completion; 3) when an operator places a call for a calling party who identifies himself as being disabled and unable to dial the call because of his disability; 4) and when an operator re-establishes a call which has been interrupted after the called number has been reached and; 5) when an operator places a call for the calling party who declares that he has attempted to complete the call but has been unable to do so due to technical difficulties.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

G. Definitions (Cont'd)

STATION-TO-STATION: (Cont'd)

2. Station-to-Station calls may be dialed direct, or completed with the assistance of a Telephone Company operator. If the customer utilizes an operator, there are three levels of Operator Assistance service. They are:

a. Non-automated: Non-automated service is where the person originating the call dials zero, and the operator dials the number and collects billing information for completion of the call. Non-automated service includes service that is not fully automated or semi-automated. When an operator re-establishes a non-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply.

b. Semi-Automated: Semi-automated service is where the person originating the call dials zero (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call. When an operator reestablishes a semi-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply.

c. Fully Automated: Fully automated service is where the person originating the call dials zero, then dials the desired telephone number, and then dials the- service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator. This service also includes the situations described in 2.7A. preceding.

TELEPHONE COMPANY: CenturyTel of Central Arkansas, LLC, and CenturyTel of Northwest Arkansas, LLC

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.2 GENERAL REGULATIONS (Cont'd)

H. When special construction for individual customers is necessary, special construction charges may apply as set forth in the CenturyTel of Central Arkansas, LLC General Exchange Tariff and the CenturyTel of Northwest Arkansas, LLC General Exchange Tariff.

I. Time and charges on long distance messages may be quoted upon request from the customer. Name association with time and charge details will be provided where service components permit. The Telephone Company reserves the right to determine the service component used where there are multiple service components.

J. Charges Related to Customer Activity, including customer account record, deposits, late payment charges, return check charges, collection fees, reconnection fees and finance charges on delayed payment agreements, are found in the CenturyTel of Central Arkansas, LLC Local Terms of Service and in the CenturyTel of Northwest Arkansas, LLC General Exchange Tariff.

K. The extended due date policy and extended absence payment plan are found in the CenturyTel of Central Arkansas, LLC General Exchange Tariff and in the CenturyTel of Northwest Arkansas, LLC General Exchange Tariff.

L. Please refer to the CenturyTel of Central Arkansas, LLC General Exchange Tariff and the CenturyTel of Northwest Arkansas, LLC General Exchange Tariff for any exemptions granted from the Arkansas Public Service Commission's Rules to the Telephone Company.

M. Connections of Customer Provided Equipment and Communications Systems

Customer provided equipment and communications systems provided by the customer may be connected at the customer's premises to intraLATA Message Telecommunications Service furnished by the Telephone Company where such connections are made in accordance with the provisions of Section 5 of the CenturyTel of Central Arkansas, LLC Arkansas General Exchange Tariff and Section 2 of the CenturyTel of Northwest Arkansas, LLC General Exchange Tariff.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.3 METHOD OF APPLYING RATES

A. General

Long distance telecommunications service rates between points (cities, towns, or localities) are based on the air line distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

For the purpose of determining air line mileages vertical and horizontal grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. A pair of V-H coordinates locates a rate center, for determining air line mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the air line mileage computed as explained in 3.2 following, with fractional miles being considered full miles.

B. Determination of Air Line Mileages

To determine the rate distance between any two rate centers proceed as follows:

1. Obtain the "V" and "H" coordinates for each rate center.

2. Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

   Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

3. Divide each of the differences obtained in 2. by three, rounding each quotient to the nearer integer.

4. Square these two integers and add the two squares.

   If the sum of the squares is greater than 1777, divide the integers obtained in 3. by three and repeat step 4. Repeat this process until the sum of the squares obtained in 4. is less than 1778.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.3 METHOD OF APPLYING RATES (Cont'd)

B. Determination of Air Line Mileages (Cont'd)

5. The number of successive divisions by three in steps 3 and 4 determines the value of "N". Multiply the final sum of the two squares obtained in step 4 by the multiplier specified in the following table for this value of "N" preceding:

| N | Multiplier | Minimum Rate Mileage |
|---|---|---|
| 1 | 0.9 | --- |
| 2 | 8.1 | 41 |
| 3 | 72.9 | 121 |
| 4 | 656.1 | 361 |
| 5 | 5,904.9 | 1,081 |
| 6 | 53,144.1 | 3,241 |

6. Obtain square root of product in 5. and, with any resulting fraction, round up to next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in 5. preceding, the minimum rate mileage corresponding to the "N" value is applicable.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.3 METHOD OF APPLYING RATES (Cont'd)

B. Determination of Air Line Mileages (Cont'd)

6. Obtain square root of product in 5. And … (Cont'd)

Example: The message rate distance is required between Little Rock, Arkansas and Paragould, Arkansas.

| | | V | H |
|---|---|---|---|
| a. | Little Rock<br>Paragould | 7721<br>7330 | 3451<br>3283 |
| b. | Difference | 391 | 168 |
| c. | Dividing each difference by three and rounding to nearer integer | 130 | 56 |
| d. | Squaring integers and adding, | 130 x 130 = 16900 | 56 x 56 = 3136 |
| | 16900 + 3136 = 20036<br>Sum of squared integers is greater than 1777, so divide integers in c. by three and repeat d. | | |
| e. | Dividing integers in c. by three and rounding | 43 | 19 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.3 METHOD OF APPLYING RATES (Cont'd)

B. Determination of Air Line Mileages (Cont'd)

6. Obtain square root of product in 5. And … (Cont'd)

Example: (Continued)

f. Squaring integers and adding, 43 x 43 = 1849
19 x 19 = 361

2210

Sum of squared integers is greater than 1777, so divide integers in e. by three and repeat f.

g. Dividing integers in e. by three and rounding - 14 and 6

h. Squaring integers and adding, 14 x 14 = 196
6 x 6 = 36

Sum of squared integers 232

This sum of squared integers is less than 1778 and was obtained after three successive divisions by three; therefore "N" = 3.

Example: (Continued)

i. Multiply final sum of squared integers 232
by factor 72.9 (corresponding to "N" = 3) x 72.9
= 16,912.8

j. Square root of 16,912.8 = 130.04922 and a fraction, which is rounded up to 131 miles (fractional miles being considered full miles). The 131 miles is larger than the minimum of 121 rate miles applicable when "N" = 3, so the message rate mileage is 131 miles.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE

A. Classes of Service

Service is offered on a Station-To-Station or on a Person-To-Person basis. Peak and Off-Peak rates apply to all classes of service excluding the service charges as specified in 4.5B. as follows:

1. Application of Rate Periods

a. Peak and Off-Peak rates apply as follows:

| Periods | Time Applicable From | To And Including | Days Applicable |
|---|---|---|---|
| Peak | 7:00 a.m. | 6:59 p.m. | Monday through Friday |
| Off-Peak | Includes all other time periods | | Monday through Friday, Saturday, Sunday and Holidays* |

* The Off-Peak rates apply all day (12:00 a.m. through 11:59 p.m.) on the following holidays:

New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

A. Classes of Service

1. Application of Rate Periods - (Cont'd)

b. Day, Evening, and Night rates apply as follows:

| Time Periods | Days Applicable | Rate |
|---|---|---|
| 8:00 A.M. - 5:00 P.M.* | Monday-Friday | Day Rate |
| 8:00 A.M. - 5:00 P.M.* | Saturday, Sunday | Night & Weekend Rate |
| 5:00 P.M. - 11:00 P.M.* | Monday-Friday | Evening Rate |
| 5:00 P.M. - 11:00 P.M.* | Saturday | Night & Weekend Rate |
| 5:00 P.M. - 11:00 P.M.* | Sunday | Evening Rate |
| 11:00 P.M .- 8:00 A.M.* | Monday-Friday | Night & Weekend Rate |
| 11:00 P.M. - 8:00 A.M.* | Saturday | Night & Weekend Rate |
| 11:00 P.M. - 8:00 A.M.* | Sunday | Night & Weekend Rate |

2. The time (at the calling service point) at which connection is established governs.

* To, but no including

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

B. Reversal of Charges (Collect Calls)

Charges for operator Station-To-Station and Person-To-Person may, upon request, be reversed, that is, charged against the called telephone, provided the charges are acceptable at the called telephone.

The regularly established Operator Station-To-Station and Person-To-Person rates apply.

C. Time of Day

The time when connection is established, determined in accordance with the time standard or daylight saving legally or commonly in use at the location of the rate center of the calling service point, determines whether Peak or Off-Peak rates apply. This rule applies whether the message is sent paid or received collect.

D. Timing of Messages

1. Length of conversation is the elapsed time between the start and the end of the telephone communication.

2. On Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, mobile radio system or other customer premises equipment.

3. On Person-To-Person calls, chargeable time begins when connection is established between the calling person and the particular person or service point specified or an agreed upon alternate.

4. Chargeable time does not include time lost because of faults or defects in the service.

5. Chargeable time ends when the calling service points "hangs up" thereby releasing the network connection. If the called service point "hangs up" but the calling service point does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

6. When exchange telephone service used for Long Distance Message Telecommunications Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates

The following rates apply to intrastate intraLATA business between all points within the designated LATAs in the State of Arkansas.

1. Usage - All Classes of Service

a. Discounted rates for the Off-Peak time periods are shown in Sections 4.5 D through 4.5 I. The rates are applied to message connections established during the periods indicated in 4.1 preceding.

b. When the connection is established in one rate period and ends in another, the rate for each rate period applies to the portion of the connection occurring within that rate period. In the event that a minute of use is split between two rate periods, the rate in effect at the start of that minute applies.

2. Operator Assistance Service Charges

The following rates for Operator Assistance Service will apply in addition to the rates for long distance service as found in this tariff.

| Description | Non-Coin Rate | Coin Rate |
|---|---|---|
| Station-To-Station Service | | |
| Calling Card | | |
| Customer Dialed | $1.25 | $1.25 |
| Operator Handled | 2.45 | 2.45 |
| Collect | 2.45 | 2.45 |
| Billed to a Third Number | $.2.45 | 2.45 |
| Person-To-Person Service (I) | 6.50 | 6.50 |

(1) Person-to-Person service may be billed to a calling card, billed toa third number, or billed as collect

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

3. Service from coin box telephones:

a. On sent paid calls from coin box telephones the amount to be deposited is the sum, rounded to the nearest multiple of $.05, of the appropriate service charges and of the appropriate usage rate as shown below in 4.5 D and 4.5 E plus applicable taxes.

b. When the sum of message charge and the applicable taxes is midway between multiples of five cents, the next higher multiple shall apply.

4. Coin Telephone Station to Station Rates

a. Includes station-to-station sent-paid and person-to-person sent paid Calls. When applicable, Operator Surcharge (4.5.B) is in addition to these rates.

| Distance Band | Peak Rate | Off Peak Rate |
|---|---|---|
| 0-8 | $0.17 | $0.1050 |
| 9-12 | 0.17 | 0.1050 |
| 13-16 | 0.17 | 0.1050 |
| 17-21 | 0.17 | 0.1050 |
| 22-26 | 0.17 | 0.1050 |
| 27-31 | 0.17 | 0.1050 |
| 32-41 | 0.17 | 0.1050 |
| 42-56 | 0.17 | 0.1050 |
| 57-71 | 0.17 | 0.1050 |
| 72-87 | 0.17 | 0.1050 |
| 88-127 | 0.17 | 0.1050 |
| 128+ | 0.17 | 0.1050 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

5. Coin Telephone - Non Sent Paid Calls

a. Non-sent Paid are calls placed from a pay station but not paid for by coin deposits. These calls include: Station-Station calls billed to a Third Number, Station-to-Station calls billed to a Calling Card, Station-to-Station Collect calls, Person-to-Person calls billed to a Calling Card, Person-to-Person Collect Calls, and Person-to-Person calls billed to a third number.

b. Non-sent paid calls are rated from table below; rates shown are per minute, per distance band and time period (peak or off peak). When applicable, operator surcharge (see 4.5.B) is in addition to rates below.

| Distance Band | Peak Rate | Off-Peak Rate |
|---|---|---|
| 0-8 | $.20 | $.20 |
| 9-12 | .20 | .20 |
| 13-16 | .20 | .20 |
| 17-21 | .20 | .20 |
| 22-26 | .20 | .20 |
| 27-31 | .20 | .20 |
| 32-41 | .20 | .20 |
| 42-56 | .20 | .20 |
| 57-71 | .20 | .20 |
| 72-87 | .20 | .20 |
| 88-127 | .20 | .20 |
| 128+ | .20 | .20 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

6. Customer Dialed Direct Station-to-Station Rates

a. Rate for each minute, per distance band and time period

| Distance Rate | Peak Rate | Off Peak Rate |
|---|---|---|
| 0-8 | $0.17 | $0.1050 |
| 9-12 | 0.17 | 0.1050 |
| 13-16 | 0.17 | 0.1050 |
| 17-21 | 0.17 | 0.1050 |
| 22-26 | 0.17 | 0.1050 |
| 27-31 | 0.17 | 0.1050 |
| 32-41 | 0.17 | 0.1050 |
| 42-56 | 0.17 | 0.1050 |
| 57-71 | 0.17 | 0.1050 |
| 72-87 | 0.17 | 0.1050 |
| 88-127 | 0.17 | 0.1050 |
| 128+ | 0.17 | 0.1050 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

7. Customer Dialed Calling Card Station-to-Station Rates

a. Rate for each minute, per distance band and time period

| Distance Rate | Peak Rate | Off Peak Rate |
|---|---|---|
| 0-8 | $0.17 | $0.1050 |
| 9-12 | 0.17 | 0.1050 |
| 13-16 | 0.17 | 0.1050 |
| 17-21 | 0.17 | 0.1050 |
| 22-26 | 0.17 | 0.1050 |
| 27-31 | 0.17 | 0.1050 |
| 32-41 | 0.17 | 0.1050 |
| 42-56 | 0.17 | 0.1050 |
| 57-71 | 0.17 | 0.1050 |
| 72-87 | 0.17 | 0.1050 |
| 88-127 | 0.17 | 0.1050 |
| 128+ | 0.17 | 0.1050 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

8. Operator Person to Person Rates

a. Rate for each minute, per distance band and time period

| Distance Rate | Peak Rate | Off Peak Rate |
|---|---|---|
| 0-8 | $0.17 | $0.1050 |
| 9-12 | 0.17 | 0.1050 |
| 13-16 | 0.17 | 0.1050 |
| 17-21 | 0.17 | 0.1050 |
| 22-26 | 0.17 | 0.1050 |
| 27-31 | 0.17 | 0.1050 |
| 32-41 | 0.17 | 0.1050 |
| 42-56 | 0.17 | 0.1050 |
| 57-71 | 0.17 | 0.1050 |
| 72-87 | 0.17 | 0.1050 |
| 88-127 | 0.17 | 0.1050 |
| 128+ | 0.17 | 0.1050 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

E. Rates (Cont'd)

9. Operator Station to Station Rates

a. Rate for each minute, per distance band and time period.

| Distance Rate | Peak Rate | Off Peak Rate |
|---|---|---|
| 0-8 | $0.17 | $0.1050 |
| 9-12 | 0.17 | 0.1050 |
| 13-16 | 0.17 | 0.1050 |
| 17-21 | 0.17 | 0.1050 |
| 22-26 | 0.17 | 0.1050 |
| 27-31 | 0.17 | 0.1050 |
| 32-41 | 0.17 | 0.1050 |
| 42-56 | 0.17 | 0.1050 |
| 57-71 | 0.17 | 0.1050 |
| 72-87 | 0.17 | 0.1050 |
| 88-127 | 0.17 | 0.1050 |
| 128+ | 0.17 | 0.1050 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.4 TWO-POINT SERVICE (Cont'd)

F. Discounted Rates Applicable to Calls Placed by Certified Hearing and/or Speech Disabled Residence Customers.

Disabled persons who have been certified to the Telephone Company as having a hearing or speech impairment which necessitates that they communicate via a telecommunications device (e.g., teletypewriter or similar keyboard communications equipment) will receive, upon written application to the Telephone Company, a reduction on intrastate intraLATA dial station-to-station calls placed from the premises of the certified residence account where the telecommunication device is located.

On all directly dialed calls, a 50 percent discount will apply. This discount is in addition to the rates applicable for the rate periods shown in paragraph 4.1 Classes of Service.

Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolarynologist, audiologist, licensed speech-language pathologist or an authorized agency representing hearing and speech disabled individuals.

45.5 CONFERENCE SERVICE

A. Definition

Long distance message telecommunications intraLATA conference service is the furnishing of simultaneous connection between three or more exchange access arrangements within the designated LATAs.

B. Conditions Under Which Service is Furnished

1. Service is furnished where and to the extent that service components permit.

2. The connections will be established on either a person-to-person or station-to-station basis.

3. The Telephone Company will, upon request, attempt to establish the conference connections at a specified time.

4. Charges for conference service may be reversed provided that the total charge is billed against one called service point and that the charge is accepted by the designated service point.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.5 CONFERENCE SERVICE (Cont'd)

5. CONFERENCE SERVICE - (Continued)

C. Timing of Messages

1. The chargeable duration of the message is the elapsed time between the start of conversation, with all the points on the intraLATA conference connection, and the time at which the disconnect signal is received from the originating exchange access arrangement, except as provided in B. following.

2. When the originating customer requests that one or more exchange access arrangements be added to or disconnected from a conference call on which conversation is in progress, that call is considered terminated and a new call is considered initiated to the revised group of service points.

3. Chargeable time does` not include time lost because of faults or defects in the service.

D. RATES AND CHARGES

The total charge for the intraLATA conference connection is the sum of the set-up charge and the charge for total conversation time.

1. The set-up charge is $1.50 for each main service point (or PBX trunk) included in the intraLATA conference call.

2. The charge for conversation time will consist of the total minutes of conversation multiplied by the appropriate charge per minute applying to the intraLATA conference call.

The per minute charge for each main service point (or PBX trunk) is as follows:

| Mileage Between the 2 Most Distant Service Points | Charge Per Minute |
|---|---|
| 0 - 26 | $0.05 |
| 27 - 71 | 0.10 |
| Over 71 | 0.15 |

E. Application Of Special Charges

A special charge may be applied based upon the cost of any special equipment used. Such special charges are separate from and in addition to the usage and overtime rates computed as outlined in this Tariff.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.6 SPECIAL REVERSED CHARGE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A. General

This service provides an arrangement in connection with message telecommunications service whereby a customer offers patrons the privilege of calling him without the payment of a long distance message charge and without having to request specific reversal of this charge.

This service is not available for coin service, or wireless interconnection service.

The exchange from which patrons may call without charge are selected by the customer, subject to the approval of the Telephone Company, and for each selected exchange which terminates within the same LATA, the Telephone Company assigns and lists in the directory a special call number.

Calls for the special number are accepted when originating at telephones located in the exchange with which the special call number is associated and from other exchanges in the numbering plan are. (1) Only those long distance calls placed by calling this special number are considered as coming within the scope of the service.

The customer agrees to pay the charges for all messages completed by means of the special number.

The initial contract period for this service is one month.

B. Rates

The customer utilizing this service is charged the established Operator Assistance Station-To-Station collect non-automated charge as specified in 4.5B in addition to the usage charges as specified in 4.5I for each completed message. In addition, a service charge of $4.40 per month applies for each exchange selected. One directory listing for each exchange selected is provided without additional charge.

(1) Both the originating exchange and the terminating exchange must be located within the same lata.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.7 SPECIAL REDUCED RATES

A. Rates Applicable on Certain Holidays

1. On Christmas Day (December 25) and on New Year's Day (January 1) Independence Day (July 4), Thanksgiving Day and Labor Day, the holiday rates applicable on all classes of Two-Point Long Distance Message Telecommunications Service between intraLATA service points within the State of Arkansas is the off-peak rate.

45.8 OPTIONAL SERVICE OFFERINGS

A. CenturyTel Savings Plan for Residence

1. General

a. CenturyTel Savings Plan is an optional 1+, 0+ and O- Intrastate IntraLATA Message Telecommunications Service offered to residence customers in CenturyTel exchanges.

2. Regulations

a. This Plan provides Discounts on CenturyTel Message Telecommunications Service Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discount applies when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the CenturyTel Savings Plan. The Plan is applicable to all Rate Periods messages below:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station
Customer Dialed Calling Card Station-to-Station
(Mechanized and Operator Assisted)
Operator Assisted Person-to-Person

b. All usage of a multiline subscriber with one billing number is included in the service.

c. The minimum service period for CenturyTel Savings Plan is one month.

d. A customer may subscribe to only one CenturyTel Discount Calling Plan or Optional Calling Plan per main billed account at any given time.*

* Includes plans offered in the Optional Calling Plan Tariff.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

A. CenturyTel Savings Plan for Residence - (Cont'd)

3. Application of Discount

a. CenturyTel Savings Plan Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

b. Application of usage rates and timing of messages are as stated previously in this tariff.

c. Discounts shown in CenturyTel Savings Plan will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station (mechanized and operator assisted), operator assisted calling card station-to-station and operator assisted person-to-person calls that are carried and billed by the company.

In calculating the usage volume discount, the discount will generally be applied against the customer's intrastate intraLATA charges. However, if the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by the total gross monthly toll usage associated with the joint offer. In that case, the discount applied will be as specified by the joint offering, and the discount will be apportioned to the proper jurisdiction proportional to the accumulated usage charges.

4. Rates

Residential customers who subscribe to the CenturyTel Savings Plan whose monthly usage meets the amounts below will receive the following discount percentage on all toll usage billed for the month.

| Total Usage Billed | Discount |
|---|---|
| $10.00 - $ 24.99 | 10% |
| $25.00 and Over | 25% |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

B. CenturyTel Savings Plan For Business

1. General

a. CenturyTel Savings Plan for Business is an optional 1+, 0+ and 0-Intrastate IntraLATA Message Telecommunications Service offered to business customers in CenturyTel exchanges.

2. Regulations

a. This Plan provides Discounts on CenturyTel Message Telecommunications Service Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the CenturyTel Savings Plan for Business. The Plan is applicable to all Rate Periods messages below:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station
Customer Dialed Calling Card Station-to-Station
(Mechanized and Operator Assisted)
Operator Assisted Person-to-Person

b. The minimum service period for CenturyTel Savings Plan for Business is one month.

c. A customer may only subscribe to one CenturyTel Discount Calling Plan or Optional Calling Plan per main billed account at any given time. *

* Includes plans offered in the Optional Calling Plan Tariff unless otherwise specified.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

B. CenturyTel Savings Plan For Business (Cont'd)

3. Application of Discount

a. CenturyTel Savings Plan for Business Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

b. Discounts shown in CenturyTel Savings Plan for Business will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the company.

In calculating the usage volume discount, the discount will generally be applied against the customer's intrastate intraLATA charges. However, if the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by the total gross monthly toll usage associated with the joint offer. In that case, the discount applied will be as specified by the joint offering, and the discount will be apportioned to the proper jurisdiction proportional to the accumulated usage charges.

c. Sub-minute rating will be utilized for the timing and rating of CenturyTel Savings Plan for Business messages. See following:

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

B. CenturyTel Savings Plan For Business

4. Rates

| Distance Band | Initial 18 Second Rates Day | Evening | Night |
|---|---|---|---|
| 0 - 8 | $0.0300 | $0.0249 | $0.0165 |
| 9 - 12 | 0.0360 | 0.0299 | 0.0198 |
| 13 - 16 | 0.0450 | 0.0374 | 0.0248 |
| 17 - 21 | 0.0540 | 0.0449 | 0.0297 |
| 22 - 26 | 0.0690 | 0.0573 | 0.0380 |
| 27 - 31 | 0.0690 | 0.0573 | 0.0380 |
| 32 - 41 | 0.0690 | 0.0573 | 0.0380 |
| 42 - 56 | 0.0690 | 0.0573 | 0.0380 |
| 57 - 71 | 0.0690 | 0.0573 | 0.0380 |
| 72 - 87 | 0.0690 | 0.0573 | 0.0380 |
| 88 - 127 | 0.0690 | 0.0573 | 0.0380 |
| 128 + | 0.0690 | 0.0573 | 0.0380 |

| Distance Band | Initial 18 Second Rates Day | Evening | Night |
|---|---|---|---|
| 0 - 8 | $0 .0080 | $0.0067 | $0.0044 |
| 9 - 12 | 0.0100 | 0.0083 | 0.0055 |
| 13 - 16 | 0.0120 | 0.0100 | 0.0066 |
| 17 - 21 | 0.0150 | 0.0125 | 0.0083 |
| 22 - 26 | 0.0180 | 0.0150 | 0.0099 |
| 27 - 31 | 0.0200 | 0.0166 | 0.0110 |
| 32 - 41 | 0.0220 | 0.0183 | 0.0121 |
| 42 - 56 | 0.0230 | 0.0191 | 0.0127 |
| 57 - 71 | 0.0230 | 0.0191 | 0.0127 |
| 72 - 87 | 0.0230 | 0.0191 | 0.0127 |
| 88 - 127 | 0.0230 | 0.0191 | 0.0127 |
| 128 + | 0.0230 | 0.0191 | 0.0127 |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

B. CenturyTel Savings Plan For Business

5. Volume Discounts

Business customers who subscribe to CenturyTel Savings Plan for Business will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

| Monthly Usage Volume | Month-to-Month Discount |
|---|---|
| $ 0.00 - 24.99 | 0% |
| 25.00 - 99.99 | 10% |
| 100.00 - 199.99 | 15% |
| 200.00 and Over | 20% |

6. Term Periods

A customer may select a term period for CenturyTel Savings Plan for Business. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific term period. The customer must specify the term period at the time the plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the new term period is greater than the remainder of the original term period.

a. Rates

| Monthly Usage Volume | One Year Discount | Two Year Discount | Three Year Discount |
|---|---|---|---|
| $ 0.00 - 24.99 | 10% | 15% | 20% |
| 25.00 - 99.99 | 15% | 20% | 25% |
| 100.00 - 199.99 | 20% | 25% | 30% |
| 200.00 and Over | 25% | 30% | 35% |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

B. CenturyTel Savings Plan For Business

6. Term Periods - (Continued)

b. In the event the CenturyTel Savings Plan for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

| Term Period | Early Termination Charge |
|---|---|
| One Year | $100.00 |
| Two Year | 200.00 |
| Three Year | 300.00 |

C. CenturyTel One Price for Residence -(FLAT RATE)

1. General

This plan offers to residential customers a flat rate for all IntraLATA direct dialed calls. All IntraLATA Regional long distance calls will be billed at one rate per minute, 24 hours per day, seven days per week. This plan is available to all existing and new customers. There are no monthly or nonrecurring charges with this calling plan.

2. Conditions

Directory Assistance, operator handled and calling card calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with this plan.

3. Rates

The following per minute of use rate applied 24 hours per day, seven days per week:

| Rate Per Minute | $0.15 |
|---|---|

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

D. CenturyTel Savings Flat Rate for Business

1. General

CenturyTel Savings Flat Rate Plan for Business offers to business customers a flat rate pricing, available 24 hours a day, seven days per week for IntraLATA Regional long distance calls. The billing options available are a Month-to-Month or a one, two, or three year contract. Calls will be billed in 60 second increments. There is a monthly recurring charge for the Flat Rate Plan for Business. There is no nonrecurring charge with this billing option.

2. Conditions

a. The Flat Rate Plan for Business applies to the following calls:*

Customer Dialed Direct Station-to-Station
Customer Dialed Calling Card Station-to-Station
Operator Assisted Station-to-Station
Operator Assisted Calling card Station-to-Station
Operator Assisted Person-to-Person
800/888 Toll Free

b. The customer must specify the term period at the time the Plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length, or to another CenturyTel term plan. Conversion to a new term plan or another CenturyTel term plan will be allowed without penalty if the new term period is greater than the remainder of the original term period.

c. Early Termination Charges will apply in the event the Flat Rate Plan is terminated by the customer prior to completion of the term period. The customer will be liable for the remainder of the months selected in the Plan.

* Applicable surcharges still apply to calling cards and operator assisted calls.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.8 OPTIONAL SERVICE OFFERINGS (Cont'd)

D. CenturyTel Savings Flat Rate for Business (Cont'd)

3. Rates

a. Monthly Recurring Charge, per line $ 5.00

b. Minute of Use Charges

| | Rate Per Minute |
|---|---|
| Month-to-Month | $0.17 |
| 1 Year Term | 0.16 |
| 2 Year Term | 0.16 |
| 3 Year Term | 0.15 |

c. Early Termination Charge - $25.00 X number of months remaining in the term period selected

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

## 45.9 MOBILE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A. Application of Regulations And Rates

1. The regulations and rates set forth below apply for mobile long distance message telecommunications service furnished through the base service points as listed in 9.3B following.

B. General Regulations

1. Definition

Mobile long distance message telecommunications service is a communication service through a mobile telephone service base service point listed in 9.3B following between a mobile unit and a land wire telephone located outside the mobile service area associated with such base service point, or between two mobile units served through base service points having different rate centers.

2. Availability of Service

a. Mobile long distance message telecommunications service is available to mobile units equipped for this service when within range of a mobile telephone service base service point through which such service is furnished and subject to transmission, atmospheric and like limitations.

b. Calls may be billed either to a specified person or to a specified telephone. The charges applicable are as specified in 9.3A following.

C. Rates

1. The rates between the applicable land wire telephone rate center and the rate center of the serving base service point listed below, or between the rate centers of two base service points listed below, are the Station-To-Station rates or Person-To-Person rates, according to the connection established, as set forth in 4.5 of this tariff.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.9 MOBILE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

C. Rates (Cont'd)

2. Base Service Points

| Rate Center | Rate Center | Rate Center |
|---|---|---|
| Alma | Elaine | McCrory |
| Bald Knob | El Dorado | McGehee |
| Blytheville | Fordyce | Mountain Home |
| Booneville | Fayetteville | Mountain View |
| Bull Shoals | Forrest City | Newport |
| Clarendon | Fort Smith | Paris |
| Clarksville | Harrison | Pine Bluff |
| Conway | Hope | Prairie Grove |
| Crossett | Jonesboro | Redfield |
| Danville | Lewisville | Russellville |
| De Queen | Little Rock | Star City |
| Dumas | Marked Tree | Stuttgart |
| | | Wilmot |

45.10 CONCURRENCES

A. Long Distance Telecommunications Tariff

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS

A. General

1. The Optional Calling Plans (OCPs) are optional plans for one-way originating dial station-to-station intrastate intraLATA messages offered to residential and business local exchange customers. For all other classes of messages other than dial station-to-station, the appropriate calling rates and charges as specified in this Tariff apply. Dial station-to-station service is that service where the person originating the call from other than a public (coin and coinless) or semi-public telephone dials the telephone number desired and the call is completed without the assistance of a telephone company operator and the call is not billed to a number other than the originating telephone number except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator places a call for a calling party who identified himself as being handicapped and unable to dial the call because of his handicap; and when an operator reestablishes a call which has been interrupted after the called number has been reached.

2. The Optional Calling Plans are provided subject to equipment availability.

3. The plans are not offered with Public (Coin and Coinless), Semi-Public, Foreign Exchange, Foreign Zone Service and Foreign Serving Office.

4. The plans are available to hotel/motel customers, interexchange carriers, resellers, or cellular carriers for administrative use only. Interexchange carrier denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate/interstate communication by wire or radio, between two or more exchanges. A reseller is a customer that subscribes to communications services or facilities by one entity and reoffers communications services to its patrons for payment.

5. These plans may not be used with any service that is shared or resold.

6. Customers may subscribe to only one Optional Calling Plan unless otherwise specified in the plan. Calls will be rated by only one pricing option unless otherwise specified.

7. Distance for the Circle Saver plan is based on the V-H mileage between rate centers as defined and calculated in this tariff.

The minimum contract period for an Optional Calling Plan is 30 days

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

A. General (Cont'd)

8. Disable persons who have been certified to the Telephone Company as having a hearing or speech impairment which necessitates that they communicate via a telecommunications device (e.g., teletypewriter or similar keyboard communications equipment) will receive, upon written application to the Telephone Company, a rate reduction on dial station-to-station calls placed from the premises of the certified residence account where the telecommunications device is located.

   On all dial station-to-station calls under any of the Optional Calling Plans, a 50 percent discount will apply to recurring and usage charges on block of times.

   Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolaryngologist, audiologist, licensed speech-language pathologist or an authorized agency representing hearing and speech disable individuals.

9. The Telephone Companies may, during certain specified periods, offer promotional rates to be either a temporary reduction or waiver of the monthly recurring rate of an OCP option for the purpose of encouraging customer interest in and evaluation of a particular OCP option. The Telephone Company will notify the Commission 30 days in advance, by letter, specifying the OCP options ordered during the promotional period. The letter will reference Docket Number 86-033-A.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

B. Extended Community Saver
The term "extended community" includes all extended communities listed in Section 11.7 and/or Section 11.8.

1. This option provides for one-way originating calling to a designated exchange or zone consisting of a single toll rate center located within a 41 mile radius of the originating exchange or zone. Calling under this option would be limited to the target exchange or zone and would not include exchanges or zones having EAS to or from the target exchange or zone. The Company has the option of determining one or two designated scopes (extended communities), unless otherwise authorized by the Arkansas public Service Commission. If the Company chooses two designated scopes it will offer the customer the option to choose one of the two designated scopes as their extended community. (See elsewhere within this document for a list of exchanges and their extended community exchanges).

2. Rates

| | Monthly Rate Residence | Monthly Rate Business | Usage Allowance | Additional Rate Per Minute |
|---|---|---|---|---|
| a. Block-of-Time (Per line) | $ 2.70 | $2.70 | 60 Min | $0.08 |
| (1) See below | | | | |
| b. Limited Usage Plan | | | | |
| (Per line) | | | | |
| ECC 8 | $16.20 | $18.00 | 500 Min. | $0.08 |
| ECC 14 | 33.60 | 33.60 | 840 Min | 0.08 |
| ECC 20 | 48.00 | 48.00 | 1200 Min | 0.08 |
| ECC 40 | 96.00 | 96.00 | 2400 Min | 0.08 |
| (1) Community Calling Unlimited Add-on | | | | |
| (Per Line) | $10.00 | $10.00 | N/A | N/A |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

B. Extended Community Saver (Cont'd)
The term "extended community" includes all extended communities listed in Section 11.7 and/or Section 11.8.

3. Designated Calling Scopes
Customers subscribing to either the Block-of-Time or Limited Usage Plan may add the optional Community Calling Unlimited Add-on where available. See Section 11.7 for specific communities in the Limited Usage and Block of Time Plans.

4. Schools and Libraries Discount
A 20% discount will be given on both the monthly rate and the additional usage rate to qualified Schools and Libraries who are not receiving Federal Schools and Libraries discounts on the service. Eligibility will be as defined in the USAC administrative procedures for eligibility for the Federal Schools and Libraries Discounts. Schools must meet the statutory definition of an elementary or secondary school found in the Elementary and Secondary Education Act of 1965 and must not be operating as for-profit business, nor have an endowment exceeding $50 million. Libraries must be eligible for assistance from a State library administrative agency under the Library Services and Technology Act, and not operating as a for-profit business.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

C. Circle Saver

1. This option provides for one-way originating calling which does not exceed 41 rate miles. The plans are offered for both Residential and Business accounts.

2. Rates (per line)

| | | Monthly Rate | Additional Rate Per Minute |
|---|---|---|---|
| a. | Circle Saver 1 (Includes first 60 minutes) | $6.00 | $0.10 |
| b. | Circle Saver 8 (Includes first 500 minutes) | 19.95 | 0.08 |
| c. | Circle Saver 14 (Includes first 840 minutes) | 33.60 | 0.08 |
| d. | Circle Saver 20 (Includes first 1200 minutes) | 48.00 | 0.08 |
| e. | Circle Saver 40 (Includes first 2400 minutes) | 96.00 | 0.08 |

3. Schools and Libraries Discount

A 20% discount will be given to qualified Schools and Libraries.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

D. Circle Saver Plan - Fort Smith LATA

1. This option is available only to customers originating calls from the Fort Smith LATA.

2. This option provides for one-way originating calling which does not exceed 41 rate miles.

3. Rates

| | | Monthly Rate | Additional Rate Per Minute |
|---|---|---|---|
| a. | Residence/per line (Includes 500 minutes usage) | $19.95 | $0.08 |
| b. | Business/per line (Includes 875 Minutes usage) | 34.95 | 0.08 |

4. Schools and Libraries Discount

A 20% discount will be given to qualified Schools and Libraries.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

E. 1+ Saver

1. This option provides for one-way originating calling within the LATA.

2. Rates

a. Block-of-Time

| | | Monthly Rate 1st Hour | Additional Rate Per Minute |
|---|---|---|---|
| (1) | Residence/per line | | |
| | Option A | $7.80 (1) | $0.13 |
| | Option B (4) | 36.00 (2) | 0.12 |
| | Option C (4) | 60.00 (3) | 0.10 |
| (2) | Business/per line | | |
| | Option A | $7.80 (1) | $0.13 |
| | Option B (4) | 36.00 (2) | 0.12 |
| | Option C (4) | 60.00 (3) | 0.10 |

(1) Includes first 60 minutes or fraction thereof of usage.
(2) Includes first 300 minutes or fraction thereof of usage
(3) Includes first 600 minutes or fraction thereof of usage
(4) This option will be provided where billing capabilities exist.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

E. 1+ Saver (Cont'd)

2. Rates (Cont'd)

b. Unlimited Usage Discount

| | Monthly Rate | Percent Discount (1) |
|---|---|---|
| (1) Residence/per line | | |
| Option A | $2.00 | 10% |
| Option B | 6.00 | 15% |
| Option C | 12.00 | 20% |
| (2) Business/per line | | |
| Option A | $2.00 | 10% |
| Option B | 6.00 | 15% |
| Option C | 12.00 | 20% |

(1) Discount applies to appropriate calling ranges as specified in Section 4 of this tariff.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

F. Rural Saver Optional Calling Plan

1. Terms and Conditions

a. This section is in specific compliance with the directives of Order No. 1 in Arkansas Public Service Commission Docket No. 03-082-U.

b. This residential optional calling plan provides for one-way originating intraLATA calling to a customer's county seat and other points which do not exceed 41 rate miles. The customer receives four (4) hours of calling. Each minute in excess of the four (4) hours is rated at the applicable intraLATA toll or other optional calling plan rate to which the customer subscribes.

c. The Rural Saver Plan is limited to 240 minutes of calling per month.

d. Calling to a county seat that is greater than 41 miles away shall be limited to only those customers residing in that county.

e. Usage shall be rated in one-minute increments.

f. The calling distance shall be measured using the industry standard V and H coordinates of the rate centers serving the originating customer and the called telephone number.

g. Customers shall be required to dial 1+ 10 digits.

h. Customers subscribing to this plan may select, if available, additional optional calling plans.

2. Availability

Please see 45.11F.5 following for a list of the exchanges where the Rural Saver Plan is applicable.

3.

| Rates, per access line | Monthly Rate |
|---|---|
| Residence | $1.49 |
| Residence/Other | 0.00 |
| Residence/Usage per minute | 0.00 |
| Non-recurring Charge | None |

4. Rating Hierarchy

Calls applicable to more than one Optional Calling Plan will be billed in the following sequence: Extended Community Saver, Rural Saver, Circle Saver Ft. Smith, Circle Saver, 1+ Saver, and Message Telecommunications Service.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

F. Rural Saver Optional Calling Plan

5. Rural Saver is available in the following exchanges:

| | | | |
|---|---|---|---|
| Alma | Gateway | Mountainburg | |
| Altus | Gentry | Ozark | |
| Atkins | Gould | Paris | |
| Bald Knob | Greenwood | Pea Ridge | |
| Bay | Hackett | Pleasant Plains | |
| Boles | Hartman | Ratcliff | |
| Booneville | Hector | Salus | |
| Caraway | Holly Grove | Scranton | |
| Centerton | Lake City | Siloam Springs | |
| Centerville | Lamar | Star City | |
| Charleston | Leachville | Subiaco | |
| Clarendon | London | Sulphur Springs | |
| **Clarksville** | Manila | Tillar | (N) |
| Dardanelle | Mansfield | Trumann | |
| Dover | Maysville | Waldron | |
| Dumas | Midland | Winslow | |
| Elm Springs | Monette | | |
| Garfield | | | |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes
Limited Usage Plan, CenturyTel of Northwest Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Alma | Ft. Smith (1) |
| Altus | Clarksville |
| Altus | Hartman |
| Atkins | Dardanelle |
| Atkins | Morrilton |
| Bald Knob | Judsonia |
| Bald Knob | Searcy |
| Bay | Jonesboro |
| Bay | Trumann |
| Boles | Greenwood |
| Boles | Mansfield |
| Booneville | Paris |
| Booneville | Ratcliff |
| Caraway | Jonesboro |
| Caraway | Lake City |
| Centerton | Bentonville |
| Centerton | Rogers |
| Centerville | Ola |
| Centerville | Russellville |
| Charleston | Ft. Smith |
| Charleston | Lavaca |
| Clarendon | Brinkley |
| Clarendon | Stuttgart |
| Clarksville | Ozark |
| Clarksville | Russellville |
| Dardanelle | Danville |
| Dardanelle | Russellville |
| Dover | Clarksville |
| Dover | Dardanelle |
| Dumas | Gould |

(1) Includes Southwestern Bell's Van Buren Exchange.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Northwest Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Dumas | Pine Bluff |
| Elm Springs | Fayetteville |
| Elm Springs | Rogers |
| Garfield | Bentonville |
| Garfield | Rogers |
| Gateway | Bentonville |
| Gateway | Rogers |
| Gentry | Siloam Springs |
| Gentry | Springdale |
| Gould | Dumas |
| Gould | Pine Bluff |
| Greenwood | Ft. Smith |
| Greenwood | Van Buren |
| Hackett | Ft. Smith |
| Hackett | Van Buren |
| Hartman | Ozark |
| Hartman | Russellville |
| Hector | Dardanelle |
| Hector | Morrilton |
| Holly Grove | Brinkley |
| Holly Grove | Clarendon |
| Lake City | Jonesboro |
| Lake City | Monette |
| Lamar | London |
| Lamar | Russellville |
| Leachville | Jonesboro |
| Leachville | Monette |
| London | Clarksville |
| London | Lamar |
| Mammoth Spring | Hardy |
| Mammoth Spring | Salem |
| Manila | Blytheville |
| Manila | Jonesboro |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Northwest Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Mansfield-Huntington | Ft. Smith |
| Mansfield-Huntington | Greenwood |
| Maysville | Gentry |
| Maysville | Gravette |
| Midland-Hartford | Ft. Smith |
| Midland-Hartford | Greenwood |
| Monette | Jonesboro |
| Monette | Lake City |
| Mountainburg | Alma |
| Mountainburg | Fort Smith |
| Ozark | Clarksville |
| Ozark | Paris |
| Paris | Booneville |
| Paris | Ozark |
| Pea Ridge | Bentonville |
| Pea Ridge | Rogers |
| Pleasant Plains | Batesville |
| Pleasant Plains | Searcy |
| Ratcliff | Booneville |
| Ratcliff | Ozark |
| Russellville | Clarksville |
| Russellville | Dardanelle |
| Salus | Ozark |
| Salus | Russellville |
| Scranton | Clarksville |
| Scranton | Russellville |
| Siloam Springs | Fayetteville |
| Siloam Springs | Gentry |
| Star City | Monticello |
| Star City | Pine Bluff |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Northwest Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Subiaco | Clarksville |
| Subiaco | Russellville |
| Sulphur Springs | Gentry |
| Sulphur Springs | Gravette |
| Tillar | Dumas (Winchester) |
| Tillar | McGehee |
| Trumann | Harrisburg |
| Trumann | Jonesboro |
| Waldron | Fort Smith |
| Waldron | Mansfield |
| Winslow | Fayetteville |
| Winslow | West Fork |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Central Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Almyra | De Witt |
| Almyra | Gillett |
| Augusta | Bald Knob |
| Augusta | Searcy |
| Biggers-Reyno | Corning |
| Biggers-Reyno | Jonesboro |
| Blevins | Hope |
| Blevins | Nashville |
| Blooming Grove | Jonesboro |
| Blooming Grove | Paragould |
| Bradford | Bald Knob |
| Bradford | Searcy |
| Cabot | Little Rock (1) |
| Carlisle | Little Rock (2) |
| Carlisle | Lonoke |
| Carryville | Paragould |
| Carryville | Rector |
| Corning | Paragould |
| Corning | Pocahontas |
| Cotton Plant | Brinkley |
| Cotton Plant | McCrory |

(1) Includes Southwestern Bell's Little Rock Principal Zone, Sylvan Hills Sherwood Zone, Scott Zone and GTE Southwest's Jacksonville Exchange.
(2) Includes Southwestern Bell's Little Rock Principal Zone.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Central Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Coy-Humnoke | Little Rock (1) |
| Coy-Humnoke | Stuttgart |
| De Valls Bluff | Hazen |
| De Valls Bluff | Stuttgart |
| De Witt | Almyra |
| De Witt | Stuttgart |
| Delaplaine | Jonesboro |
| Delaplaine | Paragould |
| Des Arc | Hazen |
| Des Arc | Searcy |

(1) Includes Southwestern Bell's Little Rock Principal Zone

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Central Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| England | Little Rock (1) |
| England | Lonoke |
| Gillett | Almyra |
| Gillett | Stuttgart |
| Griffithville | Des Arc |
| Griffithville | Searcy |
| Hazen | Little Rock (2) |
| Hazen | Stuttgart |
| Hickory Plains | Beebe |
| Hickory Plains | Little Rock (2) |
| Humphrey | Coy-Humnoke |
| Humphrey | Little Rock (2) |
| Imboden | Pocahontas |
| Imboden | Walnut Ridge |
| Jacksonville | Cabot |
| Jacksonville | Lonoke |
| Jesup | Batesville |
| Jesup | Walnut Ridge |
| Judsonia | Bald Knob |
| Judsonia | Searcy |
| Kensett | Bald Knob |
| Kensett | Judsonia |
| Knobel-McDougal | Jonesboro |
| Knobel-McDougal | Paragould |
| Leonard | Jonesboro |
| Leonard | Paragould |
| Marmaduke | Jonesboro |
| Marmaduke | Paragould |

(1) Includes Southwestern Bell's Little Rock Principal Zone and Scott Zone.
(2) Includes Southwestern Bell's Little Rock Principal Zone.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

G. Extended Community Saver Calling Scopes (Cont'd)
Limited Usage Plan, CenturyTel of Central Arkansas, LLC

| Originating Exchange/Zone | Extended Community |
|---|---|
| Marvell | Helena |
| Marvell | Marianna |
| Maynard | Corning |
| Maynard | Walnut Ridge |
| McCrory | Searcy |
| McCrory | Wynne |
| McRae | Beebe |
| McRae | Searcy |
| Piggott | Paragould |
| Piggott | Rector |
| Pocahontas | Jonesboro |
| Pocahontas | Walnut Ridge |
| Pollard | Paragould |
| Pollard | Rector |
| Prescott | Arkadelphia |
| Prescott | Hope |
| Rector | Jonesboro |
| Rector | Paragould |
| Roe-Ulm | Clarendon |
| Roe-Ulm | Hazen |
| St. Charles | Holly Grove |
| St. Charles | Stuttgart |
| Stuttgart | De Witt |
| Stuttgart | Hazen |
| Success | Biggers-Reyno |
| Success | Pocahontas |
| Taylor | Macedonia |
| Taylor | Magnolia |
| Waldo | Magnolia |
| Waldo | Stamps |
| Waterloo | Hope |
| Waterloo | Prescott |
| Wheatley | Brinkley |
| Wheatley | Forrest |

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

H. Extended Community Saver Calling Scopes, Community Calling Plan Unlimited Add-On
With this plan, all exchanges within a cluster have local calling to each other

Cluster 1

Biggers/Reyno
Corning
Delaplaine
Imboden
Jesup
Knobel-McDougal
Maynard
Pocahontas
Success

Cluster 2

Blooming Grove
Carryville
Leonard
Marmaduke
Piggott
Pollard
Rector

Cluster 3

Bay
Caraway
Lake City
Leachville
Manila
Monette
Trumann

Cluster 4

Bald Knob
Bradford
Pleasant Plains

Cluster 5

Griffithville
Judsonia
Kensett
McRae

Cluster 6

Augusta
Cotton Plant
McCrory
Wheatley

Cluster 7

Almyra
Carlisle
Des Arc
Devalls Bluff
De Witt
Gillett
Hazen
Hickory Plains
Humphrey
Roe-Ulm
St Charles
Stuttgart

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

H. Extended Community Saver Calling Scopes, Community Calling Plan Unlimited Add-On With this plan, all exchanges within a cluster have local calling to each other (Cont'd)

Cluster 8

Clarendon
Holly Grove
Marvell

Cluster 9

Cabot
Jacksonville

Cluster 10

Dumas
Gould
Tillar

Cluster 11

Blevins
Prescott
Rosston/Waterloo

Cluster 12

Boles
Charleston
Greenwood
Hackett
Mansfield
Midland
Waldron

Cluster 13

Centerton
Elm Springs
Garfield
Gateway
Gentry
Maysville
Pea Ridge
Siloam Springs
Sulpher Springs

Cluster 14

Alma
Mountainburg
Winslow

Cluster 15

Altus
**Atkins**
Boonville
Centerville
Clarksville
Dardanelle
Dover
Hartman
Hector
Lamar
London
Ozark
Paris
Ratcliff
Russellville
Salus
Scranton
Subiaco

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan

The following optional plan is available for residential customers and provides unlimited calling as listed following. The plan is applicable to voice calls only. All data and facsimile calls are billed on a per minute basis and are not included in the unlimited monthly usage charge.

| | Monthly Rate | Usage Rate Per Minute |
|---|---|---|
| Expanded Calling Plan – voice calls | $6.90 | --- |
| Expanded Calling Plan – voice calls-Elm Springs | $2.75 | |
| Data/facsimile calls | -- | $0.10 |

Northwest Cluster

| Originating Location | Terminating Location |
|---|---|
| Centerton | Elm Springs |
| | Garfield |
| | Gateway |
| | Gentry |
| | Maysville |
| | Pea Ridge |
| | Siloam Springs |
| | Sulphur Springs |
| | Bentonville* |
| | Bella Vista* |
| | Rogers* |
| | Springdale* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northwest Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Elm Springs | Centerton |
| | Garfield |
| | Gateway |
| | Gentry |
| | Maysville |
| | Pea Ridge |
| | Siloam Springs |
| | Sulphur Springs |
| | Bentonville* |
| | Bella Vista* |
| | Rogers* |
| | Springdale* |
| Garfield | Centerton |
| | Elm Springs |
| | Gateway |
| | Gentry |
| | Maysville |
| | Pea Ridge |
| | Siloam Springs |
| | Sulphur Springs |
| | Bentonville* |
| | Bella Vista* |
| | Rogers* |
| | Springdale* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northwest Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Gateway | Centerton<br>Elm Springs<br>Garfield<br>Gentry<br>Maysville<br>Pea Ridge<br>Siloam Springs<br>Sulphur Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |
| Gentry | Centerton<br>Elm Springs<br>Garfield<br>Gateway<br>Maysville<br>Pea Ridge<br>Siloam Springs<br>Sulphur Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northwest Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Maysville | Centerton<br>Elm Springs<br>Garfield<br>Gateway<br>Gentry<br>Pea Ridge<br>Siloam Springs<br>Sulphur Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |
| Pea Ridge | Centerton<br>Elm Springs<br>Garfield<br>Gateway<br>Gentry<br>Maysville<br>Siloam Springs<br>Sulphur Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northwest Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Siloam Springs | Centerton<br>Elm Springs<br>Garfield<br>Gateway<br>Gentry<br>Maysville<br>Pea Ridge<br>Sulphur Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |
| Sulphur Springs | Centerton<br>Elm Springs<br>Garfield<br>Gateway<br>Gentry<br>Maysville<br>Pea Ridge<br>Siloam Springs<br>Bentonville*<br>Bella Vista*<br>Rogers*<br>Springdale* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

West/Northwest Cluster

| Originating Location | Terminating Location |
|---|---|
| Alma | Charleston<br>Greenwood<br>Hackett<br>Van Buren<br>Fort Smith* |
| Charleston | Alma<br>Greenwood<br>Hackett<br>Van Buren<br>Fort Smith* |
| Greenwood | Alma<br>Charleston<br>Hackett<br>Van Buren<br>Fort Smith* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

West/Northwest Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Hackett | Alma<br>Charleston<br>Greenwood<br>Van Buren<br>Fort Smith* |
| Van Buren | Alma<br>Charleston<br>Greenwood<br>Hackett<br>Fort Smith* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northeast Cluster

| Originating Location | Terminating Location |
|---|---|
| Bay | Caraway<br>Lake City<br>Leachville<br>Manila<br>Monette<br>Trumann<br>Jonesboro*<br>Blytheville* |
| Caraway | Bay<br>Lake City<br>Leachville<br>Manila<br>Monette<br>Trumann<br>Jonesboro*<br>Blytheville* |
| Lake City | Bay<br>Caraway<br>Leachville<br>Manila<br>Monette<br>Trumann<br>Jonesboro*<br>Blytheville* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northeast Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Leachville | Bay<br>Caraway<br>Lake City<br>Manila<br>Monette<br>Trumann<br>Jonesboro*<br>Blytheville* |
| Manila | Bay<br>Caraway<br>Lake City<br>Leachville<br>Monette<br>Trumann<br>Jonesboro*<br>Blytheville* |
| Monette | Bay<br>Caraway<br>Lake City<br>Leachville<br>Manila<br>Trumann<br>Jonesboro*<br>Blytheville* |

* SBC Exchanges

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

45.11 OPTIONAL CALLING PLANS (Cont'd)

I. Expanded Calling Plan (Cont'd)

Northeast Cluster (Cont'd)

| Originating Location | Terminating Location |
|---|---|
| Trumann | Bay<br>Caraway<br>Lake City<br>Leachville<br>Manila<br>Monette<br>Jonesboro*<br>Blytheville* |

* SBC Exchanges