This Local Terms of Service Contains the Terms, Conditions and Rates
Applying to the Provision of Intrastate Exchange and Network Services
Within the Operating Territories of Issuing Carrier

Brightspeed of Northern Arkansas, LLC (formerly known as CenturyTel of Mountain Home, Inc. d/b/a CenturyLink**)** (C)

and the following joint issuing carriers:

Brightspeed of Arkansas, LLC (formerly known as CenturyTel of Arkansas, Inc. d/b/a CenturyLink**)** (C)

Brightspeed of South Central Arkansas, LLC (formerly known as CenturyTel of Redfield, Inc. d/b/a **CenturyLink)**

Brightspeed of South Arkansas, LLC (formerly known as CenturyTel of South Arkansas, Inc. d/b/a CenturyLink**)** (C)

ADOPTION NOTICE (N)

Effective October 7, 2022, CenturyTel of Mountain Home, Inc. d/b/a CenturyLink received authorization for a corporate name change to Brightspeed of Northern Arkansas, LLC. Effective March 30, 2023, Brightspeed of Northern 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 Mountain Home, Inc. d/b/a CenturyLink prior to March 30, 2023. (N)

(D)
(D)

Services in this *Local Terms of Services* apply for all exchanges served by the issuing carriers, unless otherwise noted in each section.

APPLICATION AND REFERENCE

1.1 APPLICATION

A. This *Local Terms of Service* contains terms, conditions and charges applicable to intrastate exchange and network services furnished by the following companies (hereinafter referred to as "**Brightspeed**" or "Company"): (C)

- **Brightspeed of Arkansas, LLC (formerly known as** CenturyTel of Arkansas, Inc. d/b/a CenturyLink**)**
- **Brightspeed of Northern Arkansas, LLC (formerly known as** CenturyTel of Mountain Home, Inc. d/b/a CenturyLink**)**
- **Brightspeed of South Central Arkansas, LLC (formerly known as** CenturyTel of Redfield, Inc. d/b/a CenturyLink**)**
- **Brightspeed of South Arkansas, LLC (formerly known as** CenturyTel of South Arkansas, Inc. d/b/a CenturyLink**)**

The services offered herein by **Brightspeed** are subject to the terms and conditions of this *Local Terms of Service.* (C)

APPLICATION AND REFERENCE

1.1 APPLICATION (Cont'd)

B. URLs for Links to Documents Referenced Herein

URLs for hyperlinks used throughout this document are listed below and will direct you to the applicable terms and conditions for the specified services. If you are unable to open a document by selecting those links, the following URLs may be used:

Section 2.6 – Facility Relocation Cost Recovery Fee
Brightspeed Local Terms of Service: FACILITY RELOCATION (C)

Section 4.1 - Construction Charges (Charges Applicable Under Special Conditions)
Brightspeed Local Terms of Service: CONSTRUCTION CHARGES (C)

Section 5.1.7 – Boundary Maps and Descriptions
Tariff library | Brightspeed.

Section 5.2.6 – Lifeline Assistance Programs
Brightspeed Local Terms of Service: LIFELINE ASSISTANCE (C)

Section 5.7.2 - Directory Assistance Service
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Section 5.9 – Packaged Services (Business and Residence)
Brightspeed Arkansas Packaged Services (C)

Section 5.11.1 - Company Line Volume Plan (CLVP)
Company Line Volume Plan ("CLVP") (C)

Section 10.13 - Call Line Identifier
Brightspeed Local Terms of Service: CALL LINE IDENTIFIER (C)

Section 14.3 - Integrated Services Digital Network ("ISDN")
Brightspeed Local Terms of Service: ISDN-PRI (C)

Section 16.1 - Promotions
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1.5 EXPLANATION OF CHANGE SYMBOLS

(C) - To signify a "Change" in existing rate and/or regulation.
(D) - To signify the "Deletion/Discontinuance" of rates, regulations, and/or text.
(I) - To signify a rate "Increase."
(M) - To signify matter "Moved/Relocated" within this document with no change to the material.
(N) - To signify "New" text, regulation, service, and/or rates.
(R) - To signify a rate "Reduction."
(T) - To signify a "Text Change", but no change in rate or regulation.
(Z) - To signify a correction.

1.6 RESERVED

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

The following list of trade names, trademarks and/or service marks which may be used for services offered in this Local Terms of Service are owned by **Connect Holding II LLC d/b/a Brightspeed (the "Company")** or a subsidiary of **Connect Holding II LLC d/b/a Brightspeed** and are used **by the Company** herein with express permission. Trademark and service mark designations will not be listed hereafter in the Catalog. However, the laws regarding trademarks and service marks are applicable. (C) (C)

Trade names, trademarks and service marks that are owned by **Connect Holding II LLC d/b/a Brightspeed** or a subsidiary of **Connect Holding II LLC d/b/a Brightspeed** cannot be used by another party without authorization. (C) (C)

BRIGHTSPEED (C)
BRIGHTSPEED ™ ***(Pending)***
BRIGHTSPEED SM ***(Pending)*** (C)
Simple Choice®
Business Assist®

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

ACCESS LINE - A circuit between a switching center and a customer premises which includes a standard network interface (SNI).

AIR LINE MILEAGE - The shortest distance between the points involved.

BUILDING - A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

CHANNEL - A path for communication or signaling between two or more locations which provide service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

COMMUNICATIONS SYSTEM - A combination of equipment and facilities which fulfills the communication requirements of a customer.

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

CONTIGUOUS EXCHANGES - Two exchanges whose boundaries adjoin.

CONTIGUOUS PROPERTY - Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CONTRACT - The service application-agreement between a customer and the company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs and under special conditions.

COST - The words "Cost" or "Actual Cost" as used in this Local Terms of Service, are intended to cover the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

DIRECTORY LISTINGS - Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a listed customer.

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).

DROP WIRE - Wires between an open wire lead, aerial, or buried cable terminal and the point of entrance to the building in which the customer's telephone service is located.

EXTENDED AREA SERVICE (EAS) - Interexchange telephone service furnished at flat or specified rates between one or more exchanges.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

FACILITIES - Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary to, or furnished in connection with, telephone service.

FLAT RATE SERVICE - Service furnished at a fixed monthly rate.

FOREIGN EXCHANGE (FX) - Any exchange other than that in which the customer is located.

FOREIGN EXCHANGE DIRECTORY LISTING - The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off-premises station service furnished a customer in an exchange other than that in which the customer's primary station is located.

GRANDFATHERED EQUIPMENT - Equipment classified by the FCC as having been directly connected to the network by a telephone company. Its use may be continued as long as the equipment remains serviceable and the circuitry is not revised.

GRANDFATHERED SERVICE - Existing service not available to the new customers.

INDIVIDUAL LINE (A.K.A. ONE-PARTY LINE) - An exchange access line designed for the connection of one main station.

INSTRUMENTALITIES - The telephone instruments, switching devices, and associated equipment, located on a customer's premises. In the case of private branch exchange service, the instrumentalities include the switchboard.

JOINT USER - An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

LINE CONNECTION - Installation of facilities provided by the Company for a circuit from the central office to the standard network interface, inclusive.

LOCAL EXCHANGE - The area in which customers can complete calls from his station to other stations within a specified area without payment of long distance charges.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

LOCAL PRIVATE LINE - A non-switched Voice Grade Service providing analog voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz. The service is located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

LOCAL SERVICE - The area within which telephone service is furnished under a specific schedule or rates. This area may include one or more exchanges without the application of toll charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

MEASURED SERVICE - A local service for which charges may be based upon: frequency, time-of-day, duration and distance.

MESSAGE - A completed customer telephone call.

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.

NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities. Sometimes referred to as the standard network interface (SNI).

NON-LISTED SERVICE - An arrangement whereby a customer's number is omitted from the telephone directory but not from the information records, at the customer's request.

NON-PUBLISHED SERVICE - An arrangement whereby a customer's listing is omitted from both the telephone directory and information records at the customer's request.

NONRECURRING CHARGE (NRC) - A one-time charge covering installation, move or change of facilities accomplished at a customer's request.

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

PAYPHONE SERVICE - Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephone may be attached.

PREMISES - In multiple occupancy buildings a customer's premises are restricted to the portion of the building owned or leased by the customer. In single occupancy buildings or where more than one building is occupied by one firm or individual, the customer's premises includes the buildings occupied by the customer which are on contiguous property or are not separated by property occupied by others.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

PRIVATE LINE - A line consisting of dedicated communication channels connecting two or more locations.

PROTECTOR - (See Standard Network Interface).

RATE - A recurring monthly assessment made in conjunction with the provisions of a service.

ROUTE MILEAGE - The distance measured along the route of the circuit between any two or more given points of that circuit.

SPECIAL DESIGN SERVICE – See "Design Service."

STANDARD NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities sometimes referred to as the standard network interface (SNI) or demarcation point.

TIE LINE - A circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines central office of the Company.

TOLL MESSAGE - A completed call between two exchange stations located in different local service areas, between the two toll stations, or between a toll station and an exchange station, for which charges are made on a per-unit basis.

TOLL RATE - The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges (May be intrastate or interstate).

TOLL SERVICE - Telecommunications service between exchanges carried on the public switched network for which charges are made on a per-unit basis.

TOUCH CALLING (Tone Dialing, Touchtone, U-Touch, Dual Tone Multi. Freq.) - Where central office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to five one of a group of audio tone pairs for signaling directly over the circuit.

TRUNK LINE - A telephone circuit between two central offices or between a private branch exchange and a company central office.

UTILITY FACILITIES - Includes all lines, right-or-way, installed equipment and buildings directly used in providing service to customers.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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 and/or local terms of service.

2.2.1 Application for Service

A. Applications for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received and accepted by the Company and are subject to the minimum contract term, which is one month unless specified otherwise.

B. Cancellations and Deferments

When the customer cancels an application for basic service prior to the start of installation of service, or prior to the start of special construction, no charge applies. When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply. Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

Cancellation or deferment of applications for Private Line Service or Design Services are subject to the following:

1. Service Date Change Charge

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.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

B. Cancellations and Deferments

Cancellation or deferment of applications for Private Line Service or Design…

1. Service Date Change Charge (Cont'd)

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 3. 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 2. 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 2.a. following.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

B. Cancellations and Deferments

Cancellation or deferment of applications for Private Line Service or Design…

2. Cancellation of Order Charge

a. 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.

b. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge as described in Section 4 applies unless specified otherwise elsewhere in this Local Terms of Service for a specific service.

3. Expedited Orders

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 4, Construction Charges Applicable Under Special Conditions, unless set forth elsewhere in this Local Terms of Service for a specific service.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.2 Obligation to Furnish Service

The Company's obligation to furnish or continue to furnish telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

2.2.3 Reserved

2.2.4 Reserved

2.2.5 Resale of Service

The resale of any service provided by the Company is not permitted except as provided elsewhere in this *Local Terms of Service* or as specifically authorized by the Company.

A. Customer Service -- Use Of

1. Customer telephone service is furnished only for use by the customer, his family, guests, employees or business associates, 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.

2. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public 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.

B. Exclusive Provisions of Local Exchange Service

1. Local exchange service shall be exclusively provided by the Telephone Company which is certificated to provide service in the local exchange area. Notwithstanding any other provisions of this *Local Terms of Service*, the Telephone Company shall have no obligation to connect or to continue to provide local exchange access service to any customer or potential customer who is providing or intends to provide local exchange service through resale or other similar arrangements.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.5 Resale of Service

B. Exclusive Provisions of Local Exchange Service (Cont'd)

2. The Company shall continue to provide access service to PBX's being used by hospitals, motels, hotels, etc. whose patients or patrons are of a transitory nature and cannot realistically be customers for local exchange access service themselves.

3. Sharing arrangements for PBX's and other similar equipment between parties will not be prohibited provided, however, each individual party obtains local exchange access service from the Company.

2.2.6 Reserved

2.2.7 Reserved

2.2.8 Ownership of Directories

A. The Company publishes telephone directories annually. The Company distributes to its customers at least one directory without charge. Any additional directories or information requested by a customer will be furnished without additional charge if the Company agrees that such provision will make the customer's use of telephone service more efficient. Other directories will be furnished at the Company's discretion at a reasonable rate.

B. In the event of error in the listed number of any customer, the Company shall intercept all calls to the listed number until the next directory is published. In such case, and in case of an error in or omission of the name listing of a customer, the correct listing and number shall be available from the intercept operator and through directory assistance.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 Termination of Service - Company Initiated

A. Suspension, Termination and Reconnection of Service

1. Service may be suspended to an account under either of the following conditions:

a. A bill for service remains unpaid after the close of business on the last day to pay as printed on the most recent shut-off notice;

b. A former customer remains at the premises who owes an outstanding bill for service at the premises; a full-time occupant of the premises when the bill was incurred remains at the premises; or, a full-time. user of the service when the bill was incurred remains at the premises;

c. A current customer and a former customer who lived together at another location now live together at: a new service location and the former customer owes a bill for service used during the time they lived together at a farmer location;

d. The customer is not in compliance with a Commission order, delayed payment agreement, or: extension agreement with the LEC ;

e. The customer has not paid a deposit required for the service;

f. Unauthorized use of service or tampering with Company equipment;

g. A misrepresentation of fact relevant to the conditions under which the applicant or customer obtained or continued service;

h. Customer has not paid a billed charge associated with providing service;

i. Customer refuses to grant Company access to its equipment at the customer's location at reasonable times;

j. Violating Company rules designed to prevent interference with the use of service by other customers, if the customer was notified first and given, a reasonable opportunity to comply with the rules;

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 Termination of Service - Company Initiated

A. Suspension, Termination and Reconnection of Service

1. Service may be suspended to an account under either of the following conditions: (Cont'd)

k. Violating Company rules regarding the operation of nonstandard equipment or unauthorized attachments, if the customer was notified first and given a reasonable opportunity to comply with the rules;

l. Violating federal, state, or local lam or regulations though use of the service;

m. Abandoning the premises served;

n. Causing or threatening injury to a Company employee or an employee's family to prevent or to retaliate for an act the Company performs in the course of business;

o. Causing damage to Company property;

p. Threatening to cause damage to Company property;

q. Not paying for damage to Company equipment at the service location; or

r. A condition exists which poses a health or safety hazard.

2. Court-Ordered Discontinuation 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 discontinuation of its reasons for doing so, said notice to be accompanied by a copy of the order from the court.

3. Notification of Suspension of Service

The Company will notify a customer in writing 5 days before suspension of service. If the Company delivers the notice to the customer's premises, the Company will leave the notice in a conspicuous location. If the notice is mailed, the 5 days begins 3 days after the date the notice is placed in the U. S. mail. The notice will be sent to the customer's last known address by first-class mail.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 Termination of Service - Company Initiated

A. Suspension, Termination and Reconnection of Service

3. Notification of Suspension of Service (Cont'd)

The Company may suspend service without prior written notice when service is suspended for conditions specified in 2.2.9.A.1.d., f., g., n., o., p., or r. The LEC shall notify the customer of the reason for suspension by first class mail or by leaving a notice at the premises. If prior written notice of suspension has been given, this provision does not apply.

4. Service will not be suspended to an account for the following conditions:

- Not paying for non-telecommunications merchandise or non-telecommunications services purchased, rented, or leased from or through the Company;
- Not paying for a different kind or different class of service;
- The Company is serving the customer through a separate active account and the customer does not pay for service to that account;
- Another telephone customer has separate telephone service at the same location and does not pay for that service.

2. 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.

3. If service is not reconnected within 7 days after suspension for nonpayment, the account maybe terminated by the Telephone Company B. Restoral of Service (a.k.a. Restoration of Service)

1. Where service has been suspended, appropriate service charges as shown in Section 3 (secondary service order charge and line connection charge) will apply for the restoration of service.

without further notice to the customer.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.10 Temporary Suspension of Service - Customer Initiated

A. Vacation Number Reservation

1. Conditions

a. 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.

b. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

c. 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.

d. 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.

2. Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.11 Reserved

2.2.12 Reserved

2.2.13 Employee Concessions

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.

2.2.14 Termination of Service – Customer Initiated

A. Minimum Contract Period

1. Except as specified elsewhere in this *Local Terms of Service*, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the authorized date for one month. For purposes of rate administration, each month is considered to have thirty (30) days.

2. The Company may require a contract period longer than one (1) month at the same location in connection with unusual construction necessary to meet the specific demands for service.

B. Customer Termination of Service

1. The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company as described in **2.** following. The customer will be liable for all charges for the full initial contract period, plus all charges due for toll or other services which have been furnished. (T)

2. **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 2.3.2.F, 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 2.3.2.F, Prorating of Opening and Closing Bills.** (C) (C) (D) (D)

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.1 Customer Responsibility

A. The customer is responsible for all charges arising out of the use of or in conjunction with any services furnished to him by the Company, including collect toll messages which have been accepted at the customer's telephone number.

B. Monthly recurring charges will be billed in advance and toll charges are billed in arrears.

2.3.2 Payment of Bills

A. Terms of Payment

Terms of Payment A customer's bill is payable upon receipt and is due not less than fourteen days after the date the bill is mailed.

B. Late Pay Charge (a.k.a. Late Payment Charge)

Bills not paid within the first twenty-two calendar days after the date the bill is mailed will be subject to a Late Pay Charge. The amount of the Late Pay Charge shall be the greater of $**20.00** or 5% of the entire unpaid balance. (I)

C. Returned Check Charge (a.k.a. Returned Payment Charge)

The Company will charge a returned check fee of $30.00 when a customer pays by check and the check is returned to the Company for any reason other than bank error.

D. Copy of Bill (a.k.a. Duplicate Bill Charge)

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

E. Customer Account Record Statement

The Company will charge a fee of $5.00 per monthly statement when a customer or any authorized party requests a statement of the customer's account record.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 Payment of Bills (Cont'd) (N)

F. Prorating of Opening and Closing Bills

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)

2.3.3 Advance Payments and Deposits

A. Deposit from Applicant

Under certain conditions, the Company may require a deposit from an applicant.

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.

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 unauthorized use, tampering, or bankruptcy.

C. Deposit Due to Bankruptcy

In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, the Company may require an applicant or customer to furnish adequate assurance of payment in the form of a deposit or other security. For customers this deposit may be in addition to all other deposits posted with the Company before the bankruptcy filing.

D. Interest Charge on Delayed Payment Agreements

The Company may charge interest on delayed payment agreements equal to the interest rate set by the Commission annually for customer deposits.

2.3.4 Reserved

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.5 Payment Plans

A. Extended Due Date Plan

1. The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the Company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of income as listed below. Customers who qualify under this plan and pay by the new date will not be considered late on their payment.

2. Availability

Customers whose income checks from any of the sources listed below which are not normally received by the regular bill due date are eligible to apply for an extended due date. Qualifying income sources are as follows:

a. Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).

b. Persons receiving Supplemental Security Income (SSI); or

c. Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

3. Application

a. Customers may become plan participants upon written application to the Company. When a customer applies for an Extended Due Date, the Company will explain the policy and give the explanation to the customer in writing.

b. After acceptance of a customer by the Company as a participant in the Extended Due Date Plan, the customer shall supply to the Company the date on which his monthly income is received (check receipt date) and the Company will make this information a permanent part of the customer's record.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.5 Payment Plans

A. Extended Due Date Plan (Cont'd)

4. Setting the Extended Due Date

a. The Company will compare the check receipt date supplied by the customer with the billing date and the bill due date. Based on this comparison, the following method of determining a bill due date will be used:

(1) If the check receipt date occurs within the time span between the billing date and the bill due date, the normal due date of the account remains in effect.

(2) If the check receipt date occurs beyond the time span of the billing date and the bill due date, the due date will be at least three days after the check receipt date.

b. If the customer does not pay bills by the close of business on the extended due date two (2) times in a row or any three (3) times in the last twelve (12) months, the Company will remove the customer from the plan. The Company will notify the customer in writing when the customer has been removed from the plan for late payment.

c. The Company will impose a late payment charge on plan participants who do not pay by the extended due date.

d. If payments are not received by the close of business on the extended due date, the Company will follow its established notification process which could ultimately result in suspension of the service.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.5 Payment Plans (Cont'd)

B. Extended Absence Payment Plan

The following options are available to customers to avoid suspension of service during extended absences.

1. 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 12 months. If less than 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.

2. The customer will be given the opportunity to enroll in the company's bank draw draft plan, where available, whereby the monthly service bill will be paid automatically through the customer's checking or savings account.

3. 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.

4. The customer must notify the company in order to take advantage of any of these extended absence payment plans.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.1 Service Liabilities

A. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

B. The Company's failure to provide or maintain facilities under this *Local Terms of Service* shall be excused by labor disputes, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control.

C. Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence or willful act of the Company or its employees.

D. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this *Local Terms of Service*. With respect to any other claim or suit, by a customer for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred as more specifically addressed in the section of this *Local Terms of Service* entitled Directories.

E. Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Local Terms of Service. With respect to any other claim or suit by a customer, the customer indemnifies and holds harmless the Company against claims, losses or suit for injury or damage to any property which arises from:

1. The use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

   Further, the customer indemnifies and holds harmless the Company against claims for liable, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the customer.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.1 Service Liabilities

E. Indemnification (Cont'd)

2. 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.

3. 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. (N) (N)

F. Liability - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this *Local Terms of Service*. With respect to any other claim or suit, by a customer for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this *Local Terms of Service* as an allowance for interruptions.

G. 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.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.2 Reserved

2.4.3 Reserved

2.4.4 Directory Errors or Omissions

The liability of the Company for an error or omission in its telephone directory or for error or omission on intercept service shall not exceed the amount of actual damage suffered, and in no event shall it exceed an amount equal to the local exchange service charge to the customer for the listed service for the period during which the directory contained the error or omission in the last published directory of the exchange.

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.1 Multi-Line Telephone Systems

A. 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 2.4.1.E.2.

(M)
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(M)

(M) Material moved to page 21.3.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.1 Multi-Line Telephone Systems (Cont'd)

B. 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;

- 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.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.1 Multi-Line Telephone Systems (Cont'd)

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

- 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 2.4.1.E.3.

2.5.2 Reserved (M)

2.5.3 Reserved (M)

(M) Material moved from page 21.1.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER (Cont'd)

2.5.4 Installation and Maintenance

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 facilities, and the customer agrees to pay the Company's current charges for such changes.

2.6 SPECIAL TAXES, FEES AND CHARGES

2.6.1 Municipal and County Taxes

A. Municipal and County taxes legally imposed through approved ordinances or otherwise, shall be billed to the customers receiving service within the territorial limits. Such billing shall allocate the occupation tax, license tax, permit fee, franchise fee, or other similar charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee or charge.

B. The municipal tax rate shall be subject to an increase or decrease in proportion to the amount of new or revised excise, license, privilege or franchise taxes (except ad valorem and income taxes) which the Utility and hereafter have to pay, which are levied or imposed, or increased, or decreased by laws or ordinances. Such adjustments shall be recovered only from those customers within jurisdictional boundaries of the taxing bodies and shall be referenced on the face of the bill.

2.6.2 Reserved

2.6.3 Telecommunications Service Fund

A. Description

The Arkansas Deaf and Hearing-Impaired Telecommunications Services Corporation was created by Act 1080 of 1997. The act authorizes the corporation board to collect assessments from all providers of local exchange services, not to exceed $0.10 per access line per month, in order to fund the services provided by the corporation. The assessment shall be collected and transmitted monthly to the board.

B. Rates and Charges

The Arkansas Deaf and Hearing-Impaired Telecommunications Services (ADHITS) Corporation increased the ADHITS assessment to $0.02 per line per month effective December 1, 2018.

TERMS AND CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES (Cont'd)

2.6.4 Telecommunication Equipment Fund

A. General

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.

B. Rates and Charges

The surcharge to provide Telecommunication Devices for persons who are deaf, blind, or speech impaired is $0.02 per customer access line per month.

2.6.5 Facility Relocation Cost Recovery Fee

Effective May 31, 2017, terms, conditions and rates for this fee are located at https://storage.googleapis.com/brightspeed-tariffs/tariffs/LTOS_Facility_Relocation.pdf (see section 1.1.C. for URL).

2.7 RESERVED

2.8 RESERVED

TERMS AND CONDITIONS OF OFFERING

2.9 GUARANTEE PROGRAMS

2.9.1 Reserved

2.9.2 Satisfaction Guarantee Program

A. General

1. 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

2. 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.

3. 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.

4. 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.

5. 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).

6. 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.

TERMS AND CONDITIONS OF OFFERING

2.9 GUARANTEE PROGRAMS

2.9.2 Satisfaction Guarantee Program (Cont'd)

B. Limitations

1. 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.

2. 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.

3. Each customer will be entitled to the credit one time per service.

4. 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.

5. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

TERMS AND CONDITIONS OF OFFERING

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

2.10.1 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.

2.10.2 Application for Support

A. 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.

B. 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.

TERMS AND CONDITIONS OF OFFERING

2.10 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) (Cont'd)

2.10.3 Receipt of Support

A. 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.

B. 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.

TERMS AND CONDITIONS OF OFFERING

2.10 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) (Cont'd)

2.10.4 Failure to Obtain Support

A. 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.

B. 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.

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

2.11 RESERVED

2.12 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.

2.15 OBSOLETE/GRANDFATHERED SERVICES (N)

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. (N)

SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 Nonrecurring Charges

A. General

1. A service charge consisting of one or more charges specified herein is applicable, as a non-recurring charge, to the ordering, installing, moving, changing, rearranging and furnishing of telephone service. The term "service charge" represents one of the following work functions necessary to perform any of the above listed activities.

2. The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

3. 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.

B. Description

1. Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service or equipment. One Service Ordering Charge is applicable per customer request, per due date, per premises. Where both business and residence service is furnished on the same premises, the "per customer request" treatment is applicable separately for each service. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

2. Central Office Line Connection Charge - work associated with arranging an exchange line to provide service between the central office and the customer's premise and/or other premises where the service is to be terminated.

3. Premises Visit Charge - when it is necessary to travel to the customer's premises, one Premises Visit Charge is applicable per customer request, per due date, per premises. However, in the instance of a trouble report, the Company shall test the local loop up to the standard network interface at no charge. Refer to Section 13.2 for Trouble Isolation Charge that applies in lieu of the Premises Visit Charge when a customer-reported trouble is determined not be on the Company's side of the network interface device.

SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 Nonrecurring Charges

B. Description (Cont'd)

4. 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 Section 2.2.1.B.1.

5. 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 Section 2.2.1.B.2.

6. 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 2.2.1.B.3.

C. Rates

Charge Type	Nonrecurring	
	Business	Residence
Service Ordering Charge	$10.00	$5.00
Central Office Line Connection Charge	13.75	13.75
Premises Visit Charge	13.75	13.75

SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 Nonrecurring Charges (Cont'd)

D. Payment of Installation Charge

1. Business

For business customers, non-recurring Service Connection Charges, as specified in this section of the tariff, are due in full upon the establishment of service.

2. Residential

a. Single line residential customers may elect to pay these charges in consecutive equal monthly installments over a period of six months at the option of the customer, if the total installation charges exceed one $100.00; or if the total installation charges exceed $50.00 but do not exceed $100.00 the residential customer shall at the option of the customer be billed in equal monthly installments over a period of three months.

b. The installment payment plan is not available for deposit amounts associated with contributions in aid of construction.

c. In the event a customer fails to pay any of the installment payment amounts when due, the unpaid balance will be immediately due and payable, and service will be subject to suspension in accordance with Section 2.2.9.A.

d. Upon termination of the service, all installment payment amounts then outstanding become due.

3.1.2 Reserved
3.1.3 Reserved
3.1.4 Reserved
3.1.5 Reserved
3.1.6 Reserved

3.1.7 Telephone Number Change

Business/Residence Service	Non-recurring Rate
Change telephone number at request of customer	
CenturyTel of Mountain Home, Inc.	$7.50
CenturyTel of Arkansas, Inc.	N/A
CenturyTel of Redfield, Inc.	N/A
CenturyTel of South Arkansas, Inc.	5.00

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.1 GENERAL

4.1.1 Charges Applicable Under Special Conditions

Charges applicable under special conditions for the following are located in the Brightspeed Local Terms of Service: CONSTRUCTION CHARGES (see section 1.1.C. for URL): (T)

- Special Construction

  - Conditions Requiring Special Construction
  - Ownership of Facilities
  - Interval to Provide Facilities
  - Special Construction Involving Interstate and Intrastate Facilities
  - Charges of Other Companies
  - Special Construction Charges
  - Expedited Order Charge

- Extension of Facilities to Service Residential Developments
- Provision of Facilities to Serve Commercial Developments and Structures

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 List of Exchange Areas and Local Calling Areas

Extended Area Service (EAS) is provided from the exchanges shown in A. following to the Local Calling Area exchanges listed B. following. Charges for EAS are included in the Access Line Rate found in section 5.2.4.

A. List of Exchange Areas

CENTURYTEL OF MOUNTAIN HOME, INC.
Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville

CENTURYTEL OF ARKANSAS, INC.
Ash Flat, Calico Rock, Cherokee Village, Evening Shade, Franklin, Hardy, Horseshoe Bend, Mt. Pleasant, Melbourne, Oxford, Ozark Acres/Williford, Salem, Viola

CENTURYTEL OF REDFIELD, INC.
Redfield

CENTURYTEL OF SOUTH ARKANSAS, INC.
Dodge City, Junction City

EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.1 List of Exchange Areas and Local Calling Areas (Cont'd)

B. Local Calling Areas

Exchange	Exchanges Included in the Local Calling Area (EAS)
Ash Flat	Hardy, Cherokee Village, Evening Shade and Ozark Acres/Williford
Calico Rock	Melbourne, Franklin, Oxford, Mt. Pleasant and Horseshoe Bend
Cherokee Village	Hardy, Ozark Acres/Williford and Ash Flat
Dodge City, AR	Junction City, Arkansas, Dodge City, Louisiana and Junction City, Louisiana
Evening Shade	Ash Flat
Franklin	Calico Rock, Melbourne, Oxford, Mt. Pleasant and Horseshoe Bend
Gamaliel	Mountain Home, Cotter, Gassville, Henderson, Lakeview, Mallard Point, Midway, Norfork, Tracy Ferry and Whiteville
Hardy	Cherokee Village, Ozark Acres/Williford and Ash Flat
Horseshoe Bend	Calico Rock, Melbourne, Franklin, Oxford and Mt. Pleasant
Junction City, AR	Dodge City, Arkansas, Dodge City, Louisiana, and Junction City, Louisiana
Lakeview	Mountain Home, Cotter, Gassville, Gamaliel, Henderson, Mallard Point, Midway, Norfork, Tracy Ferry and Whiteville
Mallard Point	Mountain Home, Cotter, Gassville, Gamaliel, Henderson, Lakeview, Midway, Norfork, Tracy Ferry and Whiteville
Melbourne	Calico Rock, Franklin, Oxford, Mt. Pleasant and Horseshoe Bend
Midway	Mountain Home, Cotter, Gassville, Gamaliel, Henderson, Lakeview, Mallard Point, Norfork, Tracy Ferry and Whiteville
Mountain Home	Cotter, Gassville, Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Norfork, Tracy Ferry and Whiteville

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 List of Exchange Areas and Local Calling Areas

B. Local Calling Areas (Cont'd)

Exchange	Exchanges Included in the Local Calling Area (EAS)
Mt. Pleasant	Calico Rock, Melbourne, Franklin, Oxford, Horseshoe Bend
Norfork	Mountain Home, Cotter, Gassville, Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Tracy Ferry and Whiteville
Oxford (including Guion)	Calico Rock, Melbourne, Franklin, Mt. Pleasant and Horseshoe Bend
Ozark Acres/Williford	Ash Flat, Hardy and Cherokee Village
Redfield	Hensley, Jefferson, Woodson (all EAS to each other)
Salem	Viola
Tracy Ferry/ Henderson	Mountain Home, Cotter, Gassville, Gamaliel, Lakeview, Mallard Point, Midway, Norfork, and Whiteville
Viola	Salem
Whiteville	Mountain Home, Cotter, Gassville, Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Norfork, and Tracy Ferry

5.1.2 Reserved

5.1.3 Exchange Classifications

A. The Redfield Exchange Base Rate Area is defined as the current corporate limits of the City of Redfield and, thereby, it is understood that any modification to the corporate limits are automatically incorporated into the base rate area as they are legalized.

B. The Junction City Base Rate Area is defined as the current corporate limits of the City of Junction City. It is understood that any modification to the corporate limits are automatically incorporated into the base rate area as they are legalized.

C. The Dodge City Base Rate is defined as the area within ¼ mile of the exchange central office.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.4 Foreign Exchange Service

A. General Regulations

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 document, 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 will be furnished only when both the normal and foreign exchange are located within this State.

5. Where the normal exchange is operated by the Company, foreign exchange service is furnished only on the condition that the applicant is a customer to individual line business service, or private branch exchange 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 telephone 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.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 Foreign Exchange Service

A. General Regulations (Cont'd)

7. Foreign exchange service will be furnished at the rates contained in this *Local Terms of Service* section, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses and/or 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. The use of the service is limited to the customer and his employees. 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.

9. Mileage Measurements

Interexchange mileage is the V and H Coordinate Miles between the toll rate centers of the two exchanges involved. For that portion of the interexchange channel facilities furnished by another telephone company between toll rate centers of the two exchanges involved, the interexchange channel facility mileage charges of such company will apply.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 Foreign Exchange Service (Cont'd)

B. Rates

1. The rates for foreign exchange service will be as follows:

a. A supplemental charge of $10.00 per circuit per month will apply for each $0.05 multiple of the day station-to-station initial period, message toll rate between the normal exchange and the foreign exchange.

b. A non-recurring service connection charge will be charged based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook.

c. Where all or a portion of the interexchange channel facilities are furnished by the Company, a monthly mileage charge will apply for each circuit. This mileage charge will be charged based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook.

d. Where all or a portion of the interexchange channel facilities are furnished by another telephone company, charges shall apply to such interexchange channel facilities as specified in the regulations of such participating company for the portion of the interexchange channel provided.

e. A monthly channel termination charge will be applied for foreign exchange service based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook.

f. A monthly point of termination charge will be applied for foreign exchange service based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook.

g. A monthly charge will apply to all foreign exchange extension line service based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook.

2. In cases where foreign exchange service is requested by a customer of another telephone company into an exchange of this Company, applicable charges based upon the AT&T (Southwestern Bell Telephone Company) Private Line Service Guidebook will be charged to the telephone company serving the customer requesting the service.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.5 Reserved

5.1.6 Reserved

5.1.7 Maps

The territory served is shown on maps filed with the Commission by the Company. This territory is referred to as an exchange. Maps on file with the commission may also be found at Tariff library | Brightspeed.

5.1.8 Border Exchanges

A. Dodge City, Arkansas rates, terms and conditions apply for customers residing in Dodge City, Louisiana.

B. Junction City, Arkansas rates, terms and conditions apply for customers residing in Junction City, Louisiana.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

A. The rates for local exchange service include the line which provides access to the central office switching equipment and do not include the telephone instrument or other customer premises equipment.

B. Local Service is provided through facilities owned and maintained according to standards of the Company.

C. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth in this Section.

D. Application of Business and Residence Rates

Business and residential rates are governed by the actual and obvious use of the service. In general, business rates apply to any place where substantial use of the service is business-related rather than domestic. For example, business rates are applicable at the following local exchange locations:

1. Offices, stores, factories, and all other places of a strictly business nature;

2. Rental/maintenance offices and shared public areas of boarding/rooming houses and apartment buildings, lobbies and halls of hotels, private and public institutions, business offices, colleges, clubs, lodges, schools, libraries, churches, and hospitals;

3. At a residence where telephone use is more of a business than residential nature as indicated by advertising through newspapers, signs, circulars, business cards, etc.

Service provided to amateur radio clubs at their tower locations for clubs' autopatches shall be charged residential rates.

5.2.1 Reserved

5.2.2 Reserved

5.2.3 Reserved

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.4 Flat Rate Service

The charges quoted in this section apply within and outside the Base Rate Areas as described in Section 5.1.3 and are for the period of one month, payable in advance. These rates entitle the customer to dial service within the customer's serving exchange and include Extended Area Service (EAS) as provided in this *Local Terms of Service*.

Exchange	Residence One-Party Line (1-PTY)	Business One-Party Line (1-PTY)	Trunk Hunting Line	**PBX Trunk**	
Brightspeed of Northern Arkansas, LLC Exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville	$**29.50**	$**50.00**	$**40.00**	$**50.00**	(C) (C) (I)
Brightspeed of Arkansas, **LLC** Exchanges: Ash Flat, Calico Rock, Cherokee Village, Evening Shade, Franklin, Hardy, Horseshoe Bend, Melbourne, Mt. Pleasant, Oxford, Ozark Acres/Williford, Salem, Viola	**29.50**	**50.00**	**40.00**	**50.00**	(C) (I)
Brightspeed of South Central Arkansas, LLC Exchanges: Redfield	**29.50**	**50.00**	**37.00**	**50.00**	(C) (I)(C)
Brightspeed of South Arkansas, **LLC** Exchanges: Dodge City and Junction City	**29.50**	**50.00**	**35.00**	**50.00**	(C) (I)

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 Local Service Options

A. Basic Exchange Telecommunications Radio Service (BETRS)

[Only Available in CenturyTel of Arkansas, Inc. exchanges]

1. General

BETRS is a basic local exchange telephone service using digital radio technology to provide rural customers access to the local and long distance networks. BETRS provides an alternative to traditional wireline technology in order to furnish telecommunications services to rural and remote locations.

2. Conditions

a. BETRS is provided at the option of the Telephone Company to serve remote customers where wireline facilities are either inadequate or costly. Provision of BETRS is limited to the availability of facilities and radio spectrum.

b. Where the customer's radio unit is located in or on the customer's premise, the customer shall be responsible for furnishing an electrical outlet to power the BETRS equipment. The Company shall be responsible for the cost of providing an electrical outlet to a customer's radio unit located on property owned or leased by the Company or located on a public right of way. The BETRS customer shall be responsible for the cost of electricity used by a customer's radio unit (BETRS radio equipment) dedicated to that customer.

c. BETRS is provided in compliance with all applicable rules and regulations of the Arkansas Public Service Commission and the Federal Communications Commission.

d. BETRS is subject to the rules and regulations applicable to business and residence telephone service, as specified in other sections of this Local Terms of Service.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 Local Service Options

A. Basic Exchange Telecommunications Radio Service (BETRS) (Cont'd)

[Only Available in CenturyTel of Arkansas, Inc. exchanges]

3. Rates

The following rates entitle customers to local calling access to all stations bearing the same central office designation and to exchanges within the Extended Area Service (EAS) of such central offices.

a. Access Line

	Monthly Rate	
Business	$**40.00**	(I)
Residence	$**27.50**	(I)

b. Installation Charge

(1) A Service Ordering Charge, a Central Office Line Connection Charge and, where applicable, a Premises Visit Charge apply for installation of service, as specified in this Local Terms of Service.

(2) If a customer requires or requests special assemblies or construction in addition to a standard BETRS equipment installation, such facilities may be provided in accordance with the Rules and Regulations, charges for Unusual Installations of this Local Terms of Service.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.6 Lifeline Assistance Programs

A. Federal Lifeline Program

See Brightspeed Local Terms of Service: LIFELINE ASSISTANCE, Section A, for the purpose of administering the Federal Lifeline Program.

B. State Lifeline Program - Not Applicable

C. Tribal Lifeline Program - Not Applicable

D. Link-Up Program

See Brightspeed Local Terms of Service: LIFELINE ASSISTANCE Section D, for the purpose of administering the Link-Up Program.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.7 Extended/Expanded Local Calling Plans

A. Local Optional Service

(Available only in CenturyTel of South Arkansas, Inc. Dodge City and Junction City Exchanges)

1. General

a. Local Optional Service is available to one-party Residence and Business subscribers in Junction City, Louisiana and Dodge City, Louisiana. This service provides 7 digit dialed local calling outside the Local Calling Area but within the LATA. The originating and terminating wire centers for these calls must be within 40 miles. In addition, 7 digit dialed local calling will be provided to all wire centers within a single parish, even if these wire centers are more than 40 miles apart.

b. Local Optional Service is also available to party line Residence and Business subscribers. This service provides 1+ dialed local calling outside the Local Calling Area but within the LATA. The originating and terminating wire centers for these calls must be within 40 miles. In addition, 1+ dialed local calling will be provided to all wire centers within a single parish, even if these wire centers are more than 40 miles apart.

c. All Local Optional Service calling is measured and billed on a usage sensitive basis. The offering of this service is subject to availability as determined by the Company.

d. Local Optional Service applies to NXXs in which the Company has an interconnection agreement with the provider of that NXX.

2. Conditions

a. Local Optional Service is not available to resold services or to the following:

- Volume Usage Measured Rate subscribers
- Expanded Local Area Calling subscribers
- Joint Users
- FX lines
- Toll terminals

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.7 Extended/Expanded Local Calling Plans

A. Local Optional Service

(Available only in CenturyTel of South Arkansas, Inc. Dodge City and Junction City Exchanges)

2. Conditions (Cont'd)

b. The peak period rates apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding the following holidays: Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day). Off-peak period rates apply to all other times and holidays listed and are rated at a 50 percent discount. When messages span more than one rate period total charges for the minutes in each rate period are summarized and the results for each rate period are totaled to obtain the total message charge.

c. Customers selecting Local Optional Service must subscribe to this service for all outward or two-way access lines on their premises with the following exceptions. Hotels and hospitals may subscribe to Local Optional Service for administrative purposes without subscribing to Local Optional Service for guest or patient use. In addition, if a customer subscribes to Local Optional Service on any line on an account, he must subscribe for all lines on that account.

d. Itemized statements are not provided except under the provisions of the Local Usage Detail (LUD) option, which is available for customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. Requests for LUD must be processed five days prior to the billing date of the month in which it is desired and must be initiated at the beginning and terminated at the end of billing periods. In these cases, LUD must remain in place for complete billing periods, except where total service is terminated. LUD may be initiated between billing dates only when requested at the time Measured Service is established.

When an order is issued solely for the purpose of initiating LUD, a charge equivalent in amount to a Service Order charge in Section VII, applies. If LUD is initiated at the same time an order is being issued for any other purpose, the charge preceding does not apply.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.7 Extended/Expanded Local Calling Plans

A. Local Optional Service (Cont'd)

3. Rates and Charges

a. Customers subscribing to this service will be billed the following monthly rate in addition to their applicable monthly access line rate.

	Monthly Rate
Residence, per line, trunk	$0.97
Business, per line, trunk	2.00

b. The following usage rates apply to 7-digit or 1+ direct-dialed calls terminating outside of the Local Calling Area described in Section II but within the Local Optional Service area. Local usage charges for hotel/motel, guest rooms will not be capped. These rates are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association FCC Tariff No. 4, located at https://apps.fcc.gov/etfs/public/browse.action (select "Browse ILEC Tariff Documents" and "National Exchange Carrier Association").

Mileage Bands		Peak Period Rates	
		Initial Minute	Add'l Minute
C	1-10 miles	$0.04	$0.02
D	11-16 miles	0.06	0.04
E	17-22 miles	0.10	0.07
F	23-30 miles, Intra-Parish	0.14	0.10
G	Greater than 30 miles, Intra-Parish	0.14	0.14
H	23-30 miles, Inter-Parish	0.14	0.10
I	31-40 miles, Inter-Parish	0.14	0.14
J	Greater than 40 miles, Inter-Parish	0.14	0.14

Local usage charges for calls terminating in Bands C-G will not exceed $15.00 per month, per residence line or trunk and $25.00 per month, per business line or trunk. Calls which are not 7-digit or 1+ direct-dialed are not included in this plan and are charged at the established long distance and operator surcharge rates. These calls are not included in the maximum usage charges described above.

c. Local Usage Detail (LUD)

Printed Listing Charge, Per Call $0.01

EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.1.**A.** (T)

Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.5.1.B. 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. (N) (N)

5.3.1 Reserved
5.3.2 Reserved
5.3.3 Reserved
5.3.4 Direct-Inward-Dialing (DID) Service

(Only available in CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. exchanges)

A. General

Direct-Inward-Dialing trunks allow a central office caller (outside party) to dial directly to a PBX station without going through the attendant and may be provided at the rates specified below only when in the opinion of the Company sufficient central office equipment and facilities are available for such usage. When such equipment and facilities are not available, or are limited, this feature may be provided for as specified under charges for Unusual Installation as found in Section 4 of this *Local Terms of Service*.

When the Direct-Inward-Dialing feature is provided, the Company will determine the number of inward central office trunks that are needed.

B. Rates

1. CenturyTel of Arkansas, Inc. Exchanges

In addition to the charges for central office equipment and facilities as specified in this document, the applicable PBX Trunk rate plus $19.50 will apply for each DID trunk provided.

The capacity of the system determines the connected line rate. Customer is billed for connected lines in use.

Groups of working or reserved telephone numbers issued	Monthly Rate		
	Capacity 60 lines or less	Capacity 61-80 lines	Capacity over 80 lines
First 50 lines, each	$2.50	$3.00	$3.50
Next 25 lines, each	2.25	2.75	3.25
Next 25 lines, each	-	2.50	3.00

EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)

5.3.4 Direct-Inward-Dialing (DID) Service

B. Rates (Cont'd)

2. CenturyTel of Mountain Home, Inc. Exchanges

Direct Inward Dialing Service to Customer Premises-Located Switching Systems	Monthly Rate	Installation/ Move Charge	Termination Charge
Groups of 20 working or reserved DID Numbers[1], each	$ 3.00	$480.00	----
DID Trunk Termination in Central Office, each (for each trunk terminated)	40.00	50.00	$1,400.00

Note: In mechanical offices only groups of 100 numbers will be issued at applicable rates.

[1] The non-recurring charge applies to the first group of DID numbers assigned to station lines per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.1 Extension Service – See Section 10.2.

5.4.2 Touch-tone Calling Service (a.k.a. Tone Dialing Service)

Tone Dialing Service is provided at no additional charge for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

5.4.3 Custom Calling Services/Advanced 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. Custom Calling Services

1. Feature Descriptions

Custom Calling Service consists of one or more of the following features (where available) which provides special kinds of customer-controlled communications features on individual service lines. Custom Calling Service is available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described as follows:

a. Call Forwarding

Permits a customer to transfer incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his call forwarding-equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. Call Forwarding is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Call Forwarding appear in 5.4.3.B.3.p.

b. Call Forward Busy

This feature automatically transfers incoming calls to a pre-designated telephone number when the primary line is busy. This service is fixed by the Company to be active or can be activated and deactivated by the customer. Once activated, Call Forwarding Busy is in effect any time an incoming caller encounters a busy line. A subscriber can change the forward to numbers at their discretion without contacting the Company.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Feature Descriptions (Cont'd)

c. Call Forward No Answer

This feature automatically transfers incoming calls to a pre-designated telephone number when the primary line is not answered after a specified number of rings. This service is fixed by the Company to be active or can be activated and deactivated by the subscriber. Once activated, Call Forward No Answer remains in effect any time an incoming call is not answered after the specified number of rings. A subscriber can change the forward to numbers at their discretion without contacting the Company.

d. Call Forward Remote Access

Allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.

e. Fixed Call Forward (a.k.a. Directory Number Transfer)

Enables a customer to dial a two-digit code and all calls to his station will be transferred to a predetermined telephone number. A predetermined telephone number will have to be added or changed by the telephone company.

f. Fixed Call Forward (a.k.a. Directory Number Transfer Remote)

Permits a customer to have incoming calls transferred to another telephone number within the exchange or on the Long Distance Telecommunications Network for a specified length of time requested by the customer (i.e., week or month).

g. Call Pickup

The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup feature permits a station to answer calls incoming to another station within the same pickup group.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Feature Descriptions (Cont'd)

h. Call Transfer (a.k.a. 3-Way Calling with Transfer)

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

i. Call Waiting (with Cancel Feature)

Alerts a customer who is using his telephone that another caller is trying to reach him. Where central office facilities permit, customers can cancel the call waiting feature before a telephone call or during a telephone call if the customer subscribes to 3-Way Calling.

j. Direct Line (a.k.a. Warm Line) – Grandfathered [1]

The Direct Line feature provides direct routing of a call to a predetermined telephone number without dialing. In addition, the Direct Line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the time period, the programmed number is canceled, and the dialed number is processed.

k. Home Intercom– Grandfathered [1]

Allows a customer to communicate between telephone instruments connected to the same single party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.

l. Hot Line– Grandfathered [1]

The Hot Line feature simply requires the user to place the telephone in an off-hook condition. The line is then automatically routed to a predetermined local or long distance telephone number. The Hot Line telephone is a non-dial instrument which restricts it to this application only.

[1] Grandfathered effective September 20, 2019. Availability to existing customers is limited to current lines in service at existing locations.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Feature Descriptions (Cont'd)

m. Inquire Only – Grandfathered [1]

Allows a customer to place a party on hold by flashing the hook-switch, and then is provided with dial tone to call upon another party. By repeatedly depressing and releasing the hook switch, you will alternate between the first and second party, never conferencing all three.

n. Distinctive Ring (a.k.a. Personal Ring **and/or Custom Ring**) (T)

Enables a customer to add a second directory number to the same telephone line. With each of the two phones on the line having a coded ringing arrangement a customer can determine whom the call is for. **Directory listings are not included.** (C)

o. Speed Call 8/ Speed Call 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. The eight-code capacity and/or the 30-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.

p. Three-Way Calling (a.k.a. 3-Way Calling)

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing three-way conversation. To remain a three-party conference the initiator must stay off-hook to maintain connections. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. Three-Way Calling is also available on a usage sensitive basis. Access to the per-use capability can be restricted at the customer's request at no charge.

q. Wake Up Service – Grandfathered [1]

Permits the customer to program a request for a wakeup call to ring at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

[1] Grandfathered effective September 20, 2019. Availability to existing customers is limited to current lines in service at existing locations.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Feature Descriptions (Cont'd)

r. 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 and Advanced 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.

2. Conditions

a. Custom Calling Services will be provided in connection with individual and multi-line residence and business lines. Party line and trunk facilities customers are excluded.

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

c. Other facilities and miscellaneous service offerings requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable section of this Local Terms of Service.

d. These services are limited to those areas served by central offices arranged for Custom Calling Services.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services (Cont'd)

B. Advanced Calling Services

1. General

a. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This 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. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

b. Advanced Calling Services can be provided on a standalone basis or as an enhancement of existing custom calling features to residential and business customers in central office switches having the generic capability of offer Advanced Calling Services.

2. Regulations

a. Advanced Calling services are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.

b. Advanced Calling Services will be offered on a subscription basis only except for Call Trace*57, which will be billed on a per-successful-activation basis, and Per-Call Blocking, which is provided to all customers free of charge.

c. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.

d. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.

e. To activate a feature, the subscriber must dial a company designated code (except Caller ID.)

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

2. Regulations (Cont'd)

f. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.

g. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.

h. Caller ID is not available on operator handled calls.

i. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

j. Advanced Calling Services will not be available on party line service, toll terminals, trunks or some remote switching locations.

k. A Service Order Charge, as listed elsewhere in this *Local Terms of Service*, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advanced Calling Services.

l. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in Section 2 of this *Local Terms of Service.*

m. Service order charges and monthly charges, as listed in this *Local Terms of Service*, for the provision of Advanced Calling Services to employees living within an exchange served by this company are waived for a period of 90 days after a central office is equipped to provide Advanced Calling Services.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (Cont'd)

3. Descriptions

a. Anonymous Call Reject *77 (a.k.a. Anonymous Call Rejection) – Grandfathered [1]

Permits the customer with or without[1] Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls. Anonymous Call Reject *77 is included with subscription to Caller ID at no additional charge.

b. Call Return*69

Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. Local or Message Toll Service calls established by using Call Return*69 will be charged at the current documented rates. Call Return*69 is also available on a usage sensitive basis.

Call Return*69 cannot operate when:

- A call originates from a central office that is not equipped for Advanced Call Service Features.
- The calling party's (redialed) number has been Call Forwarded.
- The call was blocked or was from a blocked line.

[1] Anonymous Call Reject *77 without Caller ID is grandfathered effective September 20, 2019. Availability to existing customers is limited to current lines in service at existing locations.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions (Cont'd)

c. Call Trace*57

This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local Telephone Company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request of them. 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 a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation.

- 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.

- When a customer is located in an exchange where Call Trace*57 is not available or calls originate from a central office that is not equipped for Advanced Call Service, Manual Call Tracing may be invoked. Manual Call Tracing may also occur when, in the judgment of the Company or a law enforcement agency, the unwanted calls present a serious threat of bodily harm or destruction of property.

- The Company shall offer a one-time forgiveness of charges associated with Call Trace*57 in the event the service is activated unintentionally or by someone in the household without the authority to activate such service. The forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning the traced call/calls.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions (Cont'd)

d. Call Waiting Disposition (a.k.a. Call Waiting Deluxe) – Grandfathered [1]

Call Waiting Disposition, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through soft keys on the customer's premises equipment. Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting. The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller ID.

e. Call Waiting ID

Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting Display is in addition to those for Call Waiting and Caller ID.

f. Caller ID

(1) Caller ID Number Only -This feature enables the customer to receive the calling directory number on incoming calls. The directory number of the incoming call will be sent to the display of the Customer Premise Equipment during the first long silent interval of the ringing.

[1] Grandfathered to existing customers at their present location.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions

f. Caller ID

(1) Caller ID Number Only (Cont'd)

An originating caller's directory number may not be displayed at the called party under the following conditions:

(a) The calling number will not be displayed if the called party is off-hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting.

(b) The calling number will not be displayed if the called party answers the incoming call during the first ring interval.

(c) The calling number will not be displayed if the calling party has blocked his call or has a blocked line.

(2) Caller ID with Name - This feature enables the customer to receive the calling party name and number on incoming calls. The Directory Name and Number of the incoming call will be sent to the display of the customer's premise equipment during the first long silent interval of the ringing. Caller ID will only be offered in conjunction with Caller ID Number Only.

An originating caller's Directory Name and Number may not be displayed at the called party under the following conditions:

(a) The calling party's name and number will not be displayed if the called party is off hook. If the customer subscribes to both Call Waiting and Caller ID Name and Number, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions

f. Caller ID

(2) Caller ID (Cont'd)

(b) The calling party's name and number will not be displayed if the called party answers during the first ring interval.

(c) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.

g. VIP Alert **(a.k.a. Priority Call)** **(T)**

Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on hook or off.

h. Long Distance Alert – Grandfathered [1]

Provides a distinctive ring if the receiver is on hook to identify that an incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off hook and the customer also subscribes to Call Waiting.

i. Make Set Busy – Grandfathered [1]

The Make Set Busy feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to the line with the Make Set Busy feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

[1] Grandfathered effective September 20, 2019. Availability to existing customers is limited to current lines in service at existing locations.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions (Cont'd)

j. Busy Redial*66

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 minutes, both the called and calling lines are checked for availability. If 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. Local or Message Toll Service calls established by using Busy Redial*66 will be charged at the current documented rates. Busy Redial*66 is also available on a usage sensitive basis.

k. Selective Call Accept*64 **– Grandfathered [1]** (C)

Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing the appropriate codes.

l. Selective Call Forward*63

Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward*63 list will forward. Selective Call Forward*63 is activated or deactivated by dialing the appropriate codes. If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

m. 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.

[1] Effective September 27, 2021, Safety Line is grandfathered. Availability to current customers is limited to lines in service at existing locations. (N) (N)

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services

3. Descriptions (Cont'd)

n. Subscriber Activated Blocking/PIN – Grandfathered [1]

This feature allows a customer to activate or deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the call is routed to a restriction announcement. The subscriber can enter a Personal Identification Number (PIN) to override the blocked status and continue the call.

o. Privacy Protector – Grandfathered [1]

Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are completed as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the caller 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.

[1] Grandfathered effective September 20, 2019. Availability to existing customers is limited to current lines in service at existing locations.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services (Cont'd)

C. Rates and Charges

1. Individual Features

a. Monthly Rates

The following charges are in addition to regular charges for class and grade of service furnished, and the applicable service ordering charge will apply for the installation of these services. A central office line connection will not apply.

Feature	GF	Monthly Rate	
		Residence	Business
Anonymous Call Reject*77	✓	$5.00	$5.94
Busy Redial		5.94	7.14
Call Forwarding (including Variable)		5.00	5.94
Call Forward Busy		3.00	3.00
Call Forward No Answer		3.00	3.00
Call Forward Remote Access		3.50	3.50
Call Pickup		5.00	5.95
Call Return*69		5.94	7.14
Call Transfer CenturyTel of Mountain Home, Inc. CenturyTel of Arkansas, Inc. CenturyTel of Redfield, Inc. CenturyTel of South Arkansas, Inc.		 6.00 6.00 7.14 6.00	 7.14 7.14 8.34 8.34
Call Waiting (with Cancel Feature)		7.00	7.14
Call Waiting Disposition (DSCWID) CenturyTel of Mountain Home, Inc. CenturyTel of Arkansas, Inc. CenturyTel of Redfield, Inc. CenturyTel of South Arkansas, Inc.	 ✓	 7.00 7.00 7.00 7.00	 7.00 7.00 7.00 7.00
Call Waiting ID		2.00	2.00
Caller ID with Name		10.74	11.94
Caller ID Number Only	✓	10.74	11.94

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

N/A = Not available

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

C. Rates and Charges

1. Individual Features

a. Monthly Rates(Cont'd)

Custom Calling Features	GF	Monthly Rate	
		Residence	Business
Direct Line (a.k.a. Warm Line) [1]	✓		
CenturyTel of Mountain Home, Inc.		$5.00	$5.00
CenturyTel of Arkansas, Inc.		6.95	10.74
Directory Number Transfer Remote		9.00	9.00
Distinctive Ring (a.k.a. **Custom Ring**) [1]			
CenturyTel of Mountain Home, Inc.		7.00 (I)	7.00 (I)
CenturyTel of Arkansas, Inc.		7.00 (I)	7.00 (R)
CenturyTel of Redfield, Inc.		7.00 (I)	7.00 (I)
CenturyTel of South Arkansas, Inc.		7.00 (I)	7.00 (I)
Fixed Call Forwarding (a.k.a. Directory Number Transfer) [1]			
CenturyTel of Mountain Home, Inc.		5.00	5.00
CenturyTel of Arkansas, Inc.		5.00	5.94
CenturyTel of Redfield, Inc.		N/A	N/A
CenturyTel of South Arkansas, Inc.		N/A	N/A

(T)

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

N/A = Not available

[1] Additional charges apply for changing a predetermined programmed number.

[2] Monthly rate does not include additional directory number.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

C. Rates and Charges

1. Individual Features

a. Monthly Rates (Cont'd)

Custom Calling Features	GF	Monthly Rate	
		Business	Residence
Inquire Only	✓	$5.00	$5.00
Long Distance Alert	✓		
CenturyTel of Mountain Home, Inc.		5.00	5.95
CenturyTel of Arkansas, Inc.		5.00	5.95
CenturyTel of Redfield, Inc.		5.00	5.95
CenturyTel of South Arkansas, Inc.		5.94	7.14
Make Set Busy	✓	5.00	5.00
Outbound Call Block		5.00	5.00
Selective Call Accept	✓	5.94	7.14
Selective Call Forward		5.94	7.14
Selective Call Rejection		5.94	7.14
Speed Call 8		5.00	5.00
Speed Call 30	✓	6.00	6.00
Subscriber Activated Blocking/PIN	✓		
CenturyTel of Mountain Home, Inc.		6.00	6.00
All Other		5.00	5.00
Three-Way Calling		5.94	7.14
VIP Alert **(a.k.a. Priority Call)**			
CenturyTel of Mountain Home, Inc.		5.00	7.14
CenturyTel of Arkansas, Inc.		5.94	7.14
CenturyTel of Redfield, Inc.		5.00	5.95
CenturyTel of South Arkansas, Inc.		5.00	7.14

(T)

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

N/A = Not available

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

C. Rates and Charges

1. Individual Features (Cont'd)

b. 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 sections specific to that particular call type and are not impacted by the application of a per use charge.

The total monthly charge for Call Trace will not exceed a monthly cap of $35.70 for CenturyTel of Mountain Home, Inc. and $29.75 for all other companies.

The total monthly charge for all other usage-sensitive features will not exceed a monthly cap of $10.00

Feature	GF	Minimum Charge, Per Activation or Use
Busy Redial*66 Call Forwarding Call Return *69 Three-Way Calling		$1.50
Call Trace*57 CenturyTel of Mountain Home, Inc. Exchanges All Other Exchanges		 7.14 5.95

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

C. Rates and Charges (Cont'd)

2. Feature Packages - Grandfathered

The following feature packages are available only in CenturyTel of Redfield, Inc. and CenturyTel of South Arkansas, Inc. exchanges. Charges are in addition to regular charges for class and grade of service furnished. Some of the services are not compatible with certain other services offered.

Residence Feature Packages	GF	Monthly Rate
Call Waiting with Three-Way Calling	✓	$6.00
Call Waiting with Call Forwarding	✓	6.00
Call Waiting with Speed Call 8	✓	6.00
Call Waiting with Speed Call 30	✓	7.00
Call Waiting with Call Forwarding and Speed Call 8	✓	8.50
Call Waiting with Call Forwarding and Speed Call 30	✓	9.50
All features including Speed Call 8	✓	10.00
All features including Speed Call 30	✓	11.00

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

N/A = Not available

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.4 Remote Call Forwarding (a.k.a. Market Expansion Line Service)

A. General

Remote Call Forwarding (RCF) is a network service that uses a telephone number and electronic central office facilities to forward automatically all calls dialed to the RCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number).

Remote Call Forwarding is offered subject to the availability of suitable facilities.

A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

Remote Call Forwarding may be associated with PBX or Centrex Service and with individual line service, except Payphone Service.

Remote Call Forwarding is provided on condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers in order to handle calls adequately without interfering or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to these additional arrangements or numbers. In the event the customer refuses to subscribe to these additional arrangements or numbers, the customer's Remote Call Forwarding service shall be subject to termination.

Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same RCF number, the additional numbers must be of the same class and grade of service and on the same premises as the first terminating telephone number.

Remote Call Forwarding is not represented as satisfactory for data transmission.

Call Forwarding service is not offered for use with a Remote Call Forwarding terminating station.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.4 Remote Call Forwarding (a.k.a. Market Expansion Line Service)

A. General (Cont'd)

The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of service of the terminating telephone number.

Charges for calls from originating stations to a RCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges for the forwarding of calls from the RCF number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

For any collect calls placed to the RCF number, charges for calls forwarded to the terminating telephone number apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

B. Rates

	Monthly Rate	
	Business	Residence
Remote Call Forward, per path	$**40.00**[1] (I)	$**29.50**[1] (I)

[1] Remote Call Forwarding was previously provided as central-office based one-party access line.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.5 Reserved

5.4.6 Reserved

5.4.7 IntraCall Service – See Home Intercom (aka Call Within) in section 5.4.3.A.

5.4.8 Reserved

5.4.9 Reserved

5.4.10 Reserved

5.4.11 Hunting Service (a.k.a. Trunk Hunting Service)

Trunk Hunting Service provides access to two or more Business or Residence lines or trunks when the primary listed telephone number is dialed.

The Trunk Hunting Line rate in Section 5.2.4 applies. Appropriate service connection charges may apply.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Payphone Service

A. Conditions

1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

2. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.

3. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.

4. Terms and Conditions in Section 2 of this *Local Terms of Service* are applicable to the provision of Payphone Service.

5. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.

6. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.

7. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.

8. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this *Local Terms of Service* and rules or applicable regulations of the Commission. In case of conflict between the *Local Terms of Service* provisions and Commission rules and regulations that apply to service provided by the Company, those rules and regulations regulations shall prevail.

9. Extensions to a payphone line are not permitted.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Payphone Service

A. Conditions (Cont'd)

10. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

B. Responsibility of the Customer

1. The customer, for the purposes of this *Local Terms of Service*, is defined as the person subscribing to payphone service.

2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.

3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.

   The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

4. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.

5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's payphone access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

6. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Payphone Service (Cont'd)

C. Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

D. Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument (smart phone) designed to perform various functions. Payphone instruments are to be provided by the customer.

E. Central Office (CO) Implemented Coin Line

1. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments (dumb phone) are to be provided by the customer.

2. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

3. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Payphone Service (Cont'd)

F. Features and Functions

1. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

   Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

   Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

   Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

2. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided where such facilities are available at the customer's option.

3. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

4. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Payphone Service (Cont'd)

G. Rates

Payphone Service	Monthly Rate
Instrument Implemented [1]	
Flat rate, per line	
CenturyTel of Mountain Home, Inc.	$23.15
CenturyTel of Arkansas, Inc.	24.75
CenturyTel of Redfield, Inc.	B1-Pty
CenturyTel of South Arkansas, Inc.	B1-Pty
Central Office Implemented [1]	
Flat rate, per line	
CenturyTel of Mountain Home, Inc.	34.00
CenturyTel of Arkansas, Inc.	36.50
CenturyTel of Redfield, Inc.	1.5 x B1-pty [2]
CenturyTel of South Arkansas, Inc.	1.5 x B1-pty [2]
Selective Class of Call Screening	2.00
Coin Supervision/Transmission	
CenturyTel of Mountain Home, Inc.	1.61
CenturyTel of Arkansas, Inc.	1.86
CenturyTel of Redfield, Inc.	1.56
CenturyTel of South Arkansas, Inc.	1.43

Payphone Service	Nonrecurring Charge
Local Messages	
CenturyTel of South Arkansas, Inc. ONLY	$0.10

[1] Applicable Nonrecurring Charge applies
[2] Rate will be rounded to the higher $0.25 multiple.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS (Cont'd)

5.5.2 Reserved

5.5.3 Reserved

5.5.4 Reserved

5.5.5 Reserved

5.5.6 Reserved

5.5.7 Reserved

5.5.8 Reserved

5.5.9 Payphone Inmate Telephone Service Restrictions

Subject to other applicable provisions of this *Local Terms of Service*, the following provisions also apply to Payphone Inmate Telephone Service.

A. 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.

B. May be arranged to block Directory Assistance (1+411) and 911 calls.

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

D. The customer has the option to connect Customer Provided Line Concentrator Terminals to this service. Customer Provided Line Concentrator Terminals are equipment interconnect devices which provide the customer the capability to connect more than one Payphone to a lesser number of Payphone access lines. This type of terminal equipment should be connected to the Payphone access line in accordance with applicable industry standards.

EXCHANGE SERVICES

5.6 JOINT USER SERVICE

[Available in CenturyTel of Mountain Home, Inc. exchanges only: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville]

5.6.1 General

A. Joint User Service is not available for new installations, additions or on transfers of service to new locations.

B. In general, exchange service is furnished for the exclusive use of the customer, his representatives, employees, and members of the customer's family, including those by marriage and other persons residing in the customer's house who are recognized as a part of the customer's domestic establishment. A joint user, therefore, may be defined as a person, firm or corporation, whose use of a customer's service is not contemplated under the terms of a customer's contract, but who, subject to the consent of the customer and to the terms and conditions in Section 2 of this *Local Terms of Service*, is privileged to use the customer's service. To facilitate this use of the service, each joint user is allowed one listing in the alphabetical section of the directory without charge.

C. The customer allowing joint user rights of his service is responsible for the joint user rental and toll charges and will be billed for same.

D. A joint user must be located in the customer's premises or in the same office or suite of offices as the customer.

E. Extension stations, additional listings and miscellaneous equipment are furnished, with the consent of the customer, for the use of the joint user, at regular rates.

F. Charges for joint user service are automatically discontinued upon termination of the main contract for service.

5.6.2 Rates

Joint use of a customer's service and one listing in the alphabetical section of the directory are furnished at the following monthly rates:

Business	50% of Business Rate
Residence	50% of Residential Rate

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions

1. One listing, which may include the name, address and telephone number of the individual(s), organization, firm or corporation will be furnished in the alpha section for each primary station or each private branch exchange. Business listings must be in the concern's official name.

2. Dual (joint) name listings will be provided for customers subscribing to residence service who share the same surname and reside at the same address, for women whose husbands are deceased and for persons known by more than one given name. Dual (joint) name listings are primary listings consisting of one line.

3. Listings will be limited to such information as is necessary for proper identification.

4. Listings without address or without house number will be provided for customers who desire such a listing.

5. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

6. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.

7. An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premises PBX or Centrex stations located on other premises occupied by the customer.

8. Additional listings may be furnished with residence service for others who are members of the customer's domestic establishment and who occupy the same premises.

9. The rate for a foreign listing will be the rate of the local exchange carrier in whose directory the listing appears. A foreign listing may be furnished for customers requesting their listing be included in a directory alpha section different than normal.

10. Non-published service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing. Non-listed service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the information records.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions (Cont'd)

11. No charge will be made for non-published numbers for customers having a listed number in the same exchange under the same listing.

12. The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives or those of other telephone companies, or to other customers who are billed for calls placed to or from non-published numbers.

13. When non-published service is to be furnished, the customer will be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to receive calls because of the non-published arrangement.

14. Non-published service customers will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.

15. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

16. Customers to non-published or non-listed service may change from one to the other without incurring an additional monthly charge.

17. Extra lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

18. The charge for additional, alternative, extra lines, or non-published listings begin on the day the information records are posted.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions (Cont'd)

20. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.

21. The Company's liability arising from errors in or omission of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such if the customer's service is affected during the period covered by the directory in which the error or omission occurred. In no event shall the Company be responsible for any consequential damages arising out of any error or omission related to directory service.

22. 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.

23. A customer requesting non-published or non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided the service free of charge. 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.

24. 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.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings (Cont'd)

B. Rates

Business/Residence Service	Monthly Rates
Primary Listing	No Charge
Additional or Alternative Listing	$6.00
Foreign Listing (a.k.a. Foreign Exchange Listing)	7.00
Non-Published or Non-Listed Service	**9.00**
Extra-Lines, per line	6.00

(I)

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES (Cont'd)

5.7.2 Directory Assistance Service

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory information in the same local calling area or in the same Long Distance Numbering Plan Area.

2. A customer request for directory assistance is any call to a directory assistance attendant.

3. A maximum of two telephone numbers may be requested per call to a directory assistance attendant.

4. Charges for Directory Assistance Service are not applicable to calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.

5. Charges for Directory Assistance Service are not applicable to calls placed from a hospital which has as its principal undertaking the in-patient medical or surgical care of the sick or disabled persons.

B. Rates

1. The Directory Assistance charge applies for each call to Directory Assistance.

For customer direct dialed calls to a directory assistance attendant, a charge of $**6.99** cents per call is applicable (maximum of two requested numbers per call). (I)

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

	Per Call
(Includes Operator Assisted Sent-paid, third number and credit card)	$1.99

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.2 Directory Assistance Service (Cont'd)

C. National Directory Assistance Service

1. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

2. Terms and Conditions

a. There are no call allowances or exemptions for National Directory Assistance customers.

b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.

c. A maximum of two requested telephone numbers are allowed per call.

d. Charges apply to each call placed to National Directory Assistance from a Public Access Line.

e. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

3. Rates

	Charge	
Each call dialed directly by customer	$**6.99**	(I)

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.2 Directory Assistance Service (Cont'd)

D. Directory Assistance Call Completion (DACC)

1. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

2. Terms and Conditions

a. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.

b. Directory Assistance Call Completion can be blocked at the originating customer's request.

c. All Operator Service charges apply as appropriate.

d. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

3. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

	Charge
Each call completed	$0.00

EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.1 Reserved

5.8.2 Operator Assisted Local Calls

A. General

1. Operator Assisted Local Calling Service is provided upon customer request: in dialing a local number, requesting a local Person-to-Person call, billing a local call to a telephone company calling card or to a third number, and placing a local collect call.

2. Operator Assisted Local Calling Charges will not apply in the following situations:

a. For calls to the Company for official telephone business.

b. Local calls from customers whose physical or visual handicaps prevent them from making the call direct.

c. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.

d. When the caller advises he has had service trouble in reaching the terminating number.

B. Dial Calling Card Station-to-Station, Operator Station-to-Station and Operator Person-to-Person

1. The Company furnishes local operator assistance whereby customers may request assistance in: dialing a local number, requesting a local Person-to-Person call, billing a local call to a calling card, to a third number or collect.

EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.2 Operator Assisted Local Calls

B. Dial Calling Card Station-to-Station, Operator Station-to-Station and Operator Person-to-Person (Cont'd)

2. Operator Assisted Local Calling Charges are applicable to any of the following call types when the customer requests operator assistance in completing the call:

a. Dial Calling Card Station-to-Station - is that Station-to-Station service where the person originating the call, dials zero, then the telephone number desired, and the call is completed without the assistance of an operator and is billed, where automatic billing equipment is available, to a credit card or Special Billing Number. Dial Calling Card Station-to-Station service also includes: (1) when an operator records the calling card or Special Billing Number where no automatic recording equipment is available, (2) when an operator reaches the called telephone number and records the calling card or Special Billing Number where facilities are not available for dial completion, (3) when an operator places a calling card or Special Billing Number call for a calling party who identifies himself as being handicapped and unable to dial the call because of this handicap, and (4) when an operator reestablishes a dial calling card or dial Special Billing Number call which has been interrupted after the called number has been reached. This class of service involves no other operator services except those necessary to complete the above described calls.

b. Operator Station-to-Station - is that Station-to-Station service other than Dial Station-to-Station and Dial Calling Card Station-to-Station.

c. Person-to-Person - is that service where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX attendant.

The classification of the call remains Person-to-Person when, after the station or PBX 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 to be reached, or station, department, or office to be reached through the PBX attendant.

EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.2 Operator Assisted Local Calls (Cont'd)

C. Rates and Charges

Dial Calling Card Station-to-Station local calls placed by dialing zero, then the desired local number, and the call is charged to a calling party	$0.20
Operator Handled Station-to-Station local calls	$0.90
Operator Handled Person-to-Person local calls	$1.35

5.8.3 Reserved

5.8.4 Reserved

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

See Local Terms of Service and Price List for Business and Residence Packaged Services ARKANSAS (see section 1.1.C. for URL) for descriptions, terms and conditions, and rates applicable for the following services:

(C)
Economy Pack Bundle **– GRANDFATHERED** [2] (T)
Economy Pack Plus **– GRANDFATHERED**
Simple Choice One and Simple Choice Two – GRANDFATHERED
Simple Choice/Business Assist Advantage – GRANDFATHERED [1]
Second Line Bundle – GRANDFATHERED
Caller ID Extra – GRANDFATHERED
Caller ID Plus – GRANDFATHERED
Select Pak/Business Assist Select – GRANDFATHERED
Business Unlimited – GRANDFATHERED [1]
Core Connect Bundles – GRANDFATHERED [1]
Primary Rate Interface (PRI) Bundle – GRANDFATHERED [1]
Simple Choice Unlimited – GRANDFATHERED
Home Phone II – GRANDFATHERED
CenturyLink Business Bundle – GRANDFATHERED [1]
CenturyLink Business Bundle Preferred – GRANDFATHERED [1]
Unlimited Nationwide Calling [2] or Essential Home Phone With 30 Minutes Long Distance **– GRANDFATHERED** (C)
Voice Mail Complementary Services Package – GRANDFATHERED [1]
Prepaid Local Telephone Service (PLTS) – GRANDFATHERED
Simply Unlimited Business
Simply Unlimited Phone for Residence **– GRANDFATHERED** [2] (C)
Brighstpeed Voice (N)
Brightspeed Business Voice (N)

5.10 RESALE/SHARING OF COMPANY SERVICES (SHARED TENANT SERVICE)

[1] Effective May 1, 2025, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.

[2] **Effective September 1, 2025, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.** (N) (N)

EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 **Company** Line Volume Plan (CLVP) (C)

A. Terms and Conditions

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

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.

B. Rates

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

Number of Lines (Tier)/Minimum Line Requirement	Two, Three or Five-Year Term			
	CenturyTel of Arkansas, Inc. Exchanges	CenturyTel of Mountain Home, Inc. Exchanges	CenturyTel of Redfield, Inc. Exchanges	CenturyTel of South Arkansas, Inc. Exchanges
10 - 49	$30.25	$27.15	$22.50	$23.65
50 - 499	30.25	27.15	22.50	23.65
500 - 999	30.25	27.15	22.50	23.65
1000 - 3000	30.25	27.15	22.50	23.65

2. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two, Three or Five-Year Term			
	CenturyTel of Arkansas, Inc. Exchanges	CenturyTel of Mountain Home, Inc. Exchanges	CenturyTel of Redfield, Inc. Exchanges	CenturyTel of South Arkansas, Inc. Exchanges
10 - 49	$8.74	$11.84	$ 5.00	$ 5.00
50 - 499	8.74	11.84	5.00	5.00
500 - 999	8.74	11.84	5.00	5.00
1000 - 3000	8.74	11.84	5.00	5.00

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

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.1 Application

This section (Long Distance Message Telecommunications Service) 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.

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.

CenturyLink of Louisiana, LLC concurs in the following terms, conditions and rates for Message Telecommunications Service.

6.1.2 Regulations

A. Scope

Long Distance Message Telecommunications Service (LDMTS) is 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 section (Long Distance Message Telecommunications Service). The message charges specified in this section (Long Distance Message Telecommunications Service) are in payment for all Long Distance Message Telecommunications Service furnished between the calling and called service points.

The charges specified in this section (Long Distance Message Telecommunications Service) 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.

The Telephone Company does not undertake to transmit messages but furnishes the use of its services to its customers for telecommunications.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

A. Scope (Cont'd)

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.

B. Priority of Services

1. 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.

2. 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.

3. 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.

4. At the option of the Telephone Company, Billed Number Screening will be furnished to control instances of fraud associated with Billed to Third Party or Collect service or in response to a customer request.

C. 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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations (Cont'd)

D. Liability

1. 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 2., 3., and 4. following.

2. 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. Except as specifically set forth in the *Local Terms of Service*, no other liability shall in any case attach to the Telephone Company in consideration of such interruptions.

3. 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.

4. 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.

E. 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 section (Long Distance Message Telecommunications Service).

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations (Cont'd)

F. 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.

G. Payment for Service

1. 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.

2. In cases where the Company does not receive total payment of Long Distance charges billed and the customer has been properly notified, the Company may restrict the customer account from long distance calling until payment has been received or acceptable payment arrangements have been made. Toll restriction is described in Section 10.4.1.

H. 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.

I. 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.

J. 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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. Definitions (Cont'd)

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 Pay 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.

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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. Definitions (Cont'd)

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 this *Local Terms of Service*.

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.

Initial and Additional Period: The initial period denotes the interval of time allowed at the rate specified for a connection between given points. The additional period denotes the unit of time used for measuring and charging for time in excess of the initial period.

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.

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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. Definitions (Cont'd)

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, altering, 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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. Definitions

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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. 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 section (Long Distance Message Telecommunications Service), 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 an 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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations

J. Definitions

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 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.

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.

Telephone Company: CenturyTel of Mountain Home, Inc. d/b/a CenturyLink

K. When special construction for individual customers is necessary, special construction charges may apply as set forth in Section 4.

L. 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.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.2 Regulations (Cont'd)

M. 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 elsewhere in this Local Terms of Service.

N. The extended due date policy and extended absence payment plan are found in Section 2 of this *Local Terms of Service*.

6.1.3 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 this *Local Terms of Service*.

6.1.4 Method of Applying Rates

A. 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.

B. For the purpose of determining airline mileage, 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 airline 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 airline mileage computed as explained in this document, with fractional miles being considered full miles.

MESSAGE TELECOMMUNICATION SERVICE

6.1 General

6.1.4 Method of Applying Rates (Cont'd)

C. Long Distance Telecommunications Services

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.

3. Square the differences obtained in 2.

4. Add the squares of the "V" difference and the "H" difference obtained in 3.

5. Divide the sum of the square obtained in 4. by ten (10). Round to the next higher whole number if any fraction results from the division.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

6. Obtain the square root of the whole number obtained in 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Example: The message rate distance is required between Mountain Home, AR and Little Rock, Arkansas.

		V	H
a.	Mountain Home Little Rock	7418 7721	3611 3451
b.	Difference	303	160
c.	Squaring integers and adding, Sum of squared integers	303 x 303 = 91809 160 x 160 = 25600 117409	
d.	Divide sum of squared integers in c. by 10	117409/10 = 11740.9	
e.	Square root of 11740.9 = 108.35, which is rounded up to 109 miles (fractional miles being considered full miles).		

MESSAGE TELECOMMUNICATION SERVICE

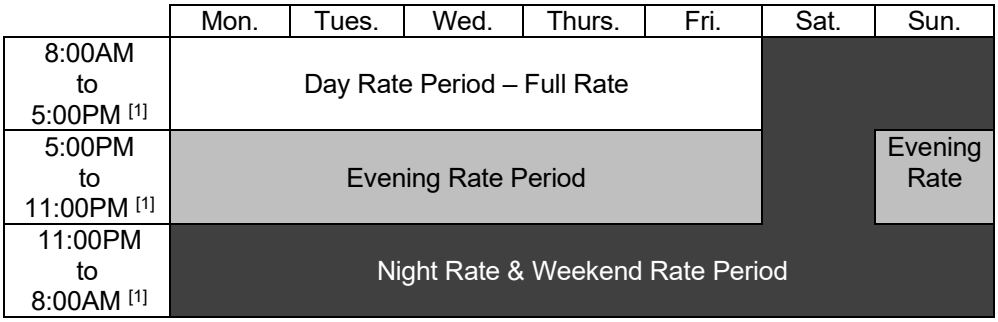
6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service

A. Classes of Service

Service is offered on a Station-To-Station or on a Person-To-Person basis. Day, Evening, Night and Weekend rates apply to all classes of service excluding the service charges as specified in B. following:

1. Application of Rate Periods



2. The time (at the calling service point) at which connection is established governs.

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, as provided in D., following, 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 Day, Evening, or Night and Weekend rates apply. This rule applies whether the message is sent paid or received collect.

[1] To, but not including.

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service (Cont'd)

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 begin 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.

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service (Cont'd)

E. Initial Periods and Additional Periods

Rates for Long Distance Message Telecommunications Service are specified in terms of initial and additional periods.

1. The initial period is the interval of time allowed at the rate for a specified connection between given service points.

2. The additional period is the unit of time used for measuring and charging for time in excess of the initial period.

F. 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. Initial period rates indicated in the rate table following, are for connections of one minute or any fraction thereof.

b. All additional minute rates indicated in the rate table following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

c. Discounts for the Evening, and Night and Weekend reduced rate periods indicated in the table in 6.2.1.A. preceding, are expressed as a percent reduction of the charge calculated at the rates indicated in the rate table following. and are applied to message connections established during the periods indicated.

d. 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 connections 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.

e. Discounts apply to the charge for the initial minute occurring within the discount rate period and to all additional minutes occurring within each discount rate period. The discount is computed separately for charges in each rate period and the results are then totaled. When application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service

F. Rates (Cont'd)

2. Operator Assistance Service Charges

a. The following rates for Operator Assistance Service will apply in addition to the rates for long distance service as found in this section (Long Distance Message Telecommunications Service). Discounts as specified in this section, do not apply to Operator Assistance Service Charges.

b. Rates

Description	Coin and Non-Coin Rate
Station-to-Station Service	
Calling Card	
Non-Automated	$0.90
Semi-Automated	0.35
Fully Automated	0.35
Collect	
Non-Automated	$0.90
Semi-Automated	0.90
Fully Automated	0.90
Billed to a Third Number	
Non-Automated	$0.90
Semi-Automated	0.90
Fully Automated	0.90
Sent Paid	0.90
Person-To-Person Service [1]	2.50

[1] Person-to-Person service may be billed to a calling card, billed to a third number, or billed as collect at no additional charge.

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service

F. Rates (Cont'd)

3. When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.

4 Service from coin box telephones:

The initial and additional period rates in F.5. following apply for Station-To-Station and Person-To-Person 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, initial period rate and additional period rate 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.

5. Basic Mileage Initial Period and Additional Period Schedules for Day, Evening, Night and Weekend Rate Periods.

Station-To-Station and Person-To-Person

Rate Mileage	Day (1-Minute)		Evening (1-Minute)		Night & Weekend (1-Minute)	
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-8	$.10	$.08	$.0831	$.0665	$.0550	$.0440
9-12	.12	.10	.0997	.0831	.0660	.0550
13-16	.15	.12	.1246	.0997	.0825	.0660
17-21	.18	.15	.1496	.1246	.0990	.0825
22-26	.23	.18	.1911	.1496	.1265	.0990
27-31	.23	.20	.1911	.1662	.1265	.1100
32-41	.23	.22	.1911	.1828	.1265	.1210
42-56	.23	.23	.1911	.1911	.1265	.1265
57-71	.23	.23	.1911	.1911	.1265	.1265
72-87	.23	.23	.1911	.1911	.1265	.1265
88-127	.23	.23	.1911	.1911	.1265	.1265
128+	.23	.23	.1911	.1911	.1265	.1265

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 Two-Point Service (Cont'd)

G. 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 Classes of Service.

Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolaryngologist, audiologist, licenses speech-language pathologist or an authorized agency representing hearing and speech disabled individuals.

6.2.2 Reserved

6.2.3 Reserved

6.2.4 Reserved

MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS (Cont'd)

6.2.5 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.

B. Rates

The customer utilizing this service is charged the established Operator Assistance Station-To-Station collect non automated charge as specified in Section 6.2.1.F.2. in addition to the usage charges 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 in provided without additional charge.

6.2.6 Special Reduced Rates (Rates Applicable on Certain Holidays)

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 Evening rate, unless a lower rate would normally apply. Discounts do not apply to service charges.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS

6.3.1 General

Optional Calling Plans are furnished under the guidelines contained in this *Local Terms of Service*.

A. Optional Calling Plans 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 Section 6 (Long Distance Message Telecommunications Service) apply. Dial station-to-station service is that service where the person originating the call from other than a payphone 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 reaches the called telephone number where service components are not available for dial completion; when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap; and when an operator re-establishes a call which has been interrupted after the called number has been reached.

B. Optional Calling Plans will be provided subject to equipment availability.

C. Optional Calling Plans are not offered with Payphone Service, Foreign Exchange, Foreign Zone Service and Foreign Serving Office.

D. 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.

E. The plans may not be used with any service that is shared, resold, or by internet service providers.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS

6.3.1 General (Cont'd)

F. Customers may subscribe to more than one Optional Calling Plan where the capability exists. Calls will be rated by only one pricing option. Calls applicable to more than one plan will be billed in the following sequence:

1st	1+ Saver Designated Number Plan
2nd	Extended Community Saver Plan
3rd	Circle Saver Plan - 41 Mile
4th	1+ Saver

The minimum contract period for an Optional Calling Plan is 30 days.

G. Distance for the Circle Saver plan is based on the V-H mileage between rate centers as defined and calculated in Section 6.1.

H. 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 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 the Optional Calling Plan, a 50 percent discount will apply to recurring and usage charges on block of time plans. No discount applies to the unlimited option.

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 disabled individuals.

I. To the extent applicable, regulations specified elsewhere in Section 6 apply to Optional Calling Plans.

J. 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.

K. Optional Calling Plans will be billed in one-minute increments. Each call will be billed a one-minute minimum.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS (Cont'd)

6.3.2 Extended Community Saver

A. 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. Each LEC will have the option of determining 1 or 2 designated scopes (extended communities), unless otherwise authorized by the Arkansas Public Service Commission. Those LEC's that determine 2 designated scopes will offer the customer the option to choose one of the two designated scopes as their extended community.

B. For the purpose of A. preceding, "extended community" includes all the following extended communities:

Originating Exchange/Zone	Extended Community
Ash Flat	Salem
Calico Rock	Mountain Home
Cherokee Village	Salem
Dodge City [1]	El Dorado
Evening Shade	Batesville and Cave City
Franklin	Ash Flat and Salem
Hardy	Salem
Horseshoe Bend	Salem
Junction City [1]	El Dorado
Lake View	Bull Shoals
Melbourne	Batesville
Mount Pleasant	Batesville
Norfork	Calico Rock
Oxford	Salem
Redfield	Principal Zone of the Little Rock Metropolitan Exchange Spring Lake and Wrightsville
Viola	Mountain Home

[1] Arkansas and Louisiana

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL SERVICE OFFERINGS [A.K.A. OPTIONAL CALLING PLANS (OCPS)]

6.3.2 Extended Community Saver (Cont'd)

C. Rates

		Monthly Rate Residence	Monthly Rate Business	Usage Allowance	Additional Rate Per Minute
1.	Block-of-Time (Per line)	$ 2.70	$2.70	60 Min	$0.08
2.	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

3. Designated Calling Scopes
See 6.3.2.B. preceding for specific extended communities.

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.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS (Cont'd)

6.3.3 Circle Saver

A. This option provides for one-way originating calling which does not exceed 41 rate miles.

B. Rates (Per Line)

	Monthly Rate	Additional Rate Per Minute
Circle Saver 1 (Includes first 60 minutes)	$6.00	$0.10
Circle Saver 8 (Includes first 500 minutes)	19.95	0.08
Circle Saver 14 (Includes first 840 minutes)	33.60	0.08
Circle Saver 20 (Includes first 1200 minutes)	48.00	0.08
Circle Saver 40 (Includes first 2400 minutes)	96.00	0.08

C. Schools and Libraries Discount

A 20% discount will be given to qualified Schools and Libraries.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL SERVICE OFFERINGS [A.K.A. OPTIONAL CALLING PLANS (OCPS)] (Cont'd)

6.3.4 1+Saver

A. This option provides for one-way originating calling within the LATA.

B. Rates

1. Block-of-Time

	Monthly Rate 1st Hour	Additional Rate Per Minute
a. Residence/per line		
Option A	$7.80 [1]	$0.13
Option B [2]	36.00 [3]	0.12
Option C [2]	60.00 [4]	0.10
b. Business/per line		
Option A	7.80 [1]	0.13
Option B [2]	36.00 [3]	0.12
Option C [2]	60.00 [4]	0.10

2. Unlimited Usage Discount

	Monthly Discount [5]	Percent
a. Residence/per line		
Option A	$2.00	10%
Option B	6.00	15%
Option C	12.00	20%
b. Business/per line		
Option A	2.00	10%
Option B	6.00	15%
Option C	12.00	20%

[1] Includes first 60 minutes or fraction thereof of usage.

[2] This option will be provided where billing capabilities exist.

[3] Includes first 300 minutes or fraction thereof of usage.

[4] Includes first 600 minutes or fraction thereof of usage.

[5 Discount applies to appropriate calling rates as specified in Section 6.2.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS (Cont'd)

6.3.5 Designated Number Plan

A. This option provides for one-way originating calling to designated telephone numbers within the LATA. Customers subscribing to this option receive 500 minutes calling to each unique designated number at a fixed monthly rate. A usage charge applies for each minute over 500 minutes. The Designated Number Plan will be provided where billing capabilities exist.

B. Rates

Designated Number

		Monthly Rate First Number	Monthly Rate Each Additional Number
1.	Residence/per access line (Includes 500 minutes usage)	$15.00	$10.00
2.	Business/per access line (Includes 500 minutes usage)	15.00	10.00
3.	Usage Charge over 500 minutes Per Minute	Usage Charge $0.08	

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS (Cont'd)

6.3.6 Rural Saver Optional Calling Plan

A. Terms and Conditions

1. This section is in specific compliance with the directives of Order No. 1 in Arkansas Public Service Commission Docket No. 03-082-U.

2. 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 hours of calling. Each minute in excess of the four hours is rated at the applicable intraLATA toll or other optional calling plan rate to which the customer subscribes.

3. The Rural Saver Plan is limited to 240 minutes of calling per month.

4. Calling to a county seat that is greater than 41 miles away shall be limited to only those customers residing in that county.

5. Usage shall be rated in one-minute increments.

6. 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.

7. Customers shall be required to dial 1+ 10 digits.

8. Customers subscribing to this plan may select, if available, additional optional calling plans.

B. Rural Saver is available in the following exchanges:

Ash Flat	Horseshoe Bend	Oxford
Calico Rock	Junction City	Ozark Acres/Williford
Cherokee Village	Lakeview	Redfield
Dodge City	Mallard Point	Salem
Evening Shade	Melbourne	Tracy Ferry
Franklin	Midway	Viola
Gamaliel	Mountain Home	Whiteville
Hardy	Mt. Pleasant	
Henderson	Norfork	

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL CALLING PLANS

6.3.6 Rural Saver Optional Calling Plan (Cont'd)

C. Rates, per access line

	Monthly Rate
Residence	$1.49
Residence/Other	0.00
Residence/Usage per minute	0.00
Non-recurring Charge	None

D. Rating Hierarchy

Calls applicable to more than one Optional Calling Plan will be billed in the following sequence: Designated Number Plan, Extended Community Saver, Rural Saver, Circle Saver, 1+ Saver, and Message Telecommunications Service.

E. CenturyTel of Redfield, Inc.- Rules Exemptions

The Commission has granted a temporary, partial exemption from Telecommunications Provider Rules ("TPR") 14.01, 14.02 and 14.04 regarding the Rural Saver Optional Calling Plan ("RSOCP") as follows:

- The monthly minutes of calling available under the RSOCP shall be increased from 120 to 240 minutes of calling.

Exemption granted in Order No. 1, Docket No. 03-082-U.

The exemption granted in Docket No. 03-082-U referenced Rules 13.01, 13.02 and 13.04 of the Telecommunications Providers Rules. The Telecommunication Provider Rules were revised by Commission Order No. 4, Docket 04-069-R on November 22, 2004, changing the reference to Rules 14.02, 14.02, and 14.04.

MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL SERVICE OFFERINGS (Cont'd)

6.3.7 Extended Community Calling (ECC) - GRANDFATHERED

A. Extended Community Calling *(ECC) is available to customers located in the Old Joe Community of Southern Baxter County in which service is provided from the Company's Norfork Exchange.

B. Current customers will be offered, on a one-time basis, the right to subscribe to an Extended Community Service optional toll-calling plan which will allow customers unlimited calling to the Calico Rock exchange. New customers moving into the area will not be offered the plan and any current customer who elects not to subscribe within 60 days of its offering, or who later elects to discontinue the plan will become ineligible for the plan.

	Monthly Rate
C. Extended Community Optional Toll Calling	$3.00

RESERVED

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

A. 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 2.5.1.**A.** (T) (T)

B. Multiline telephone systems ("MLTS") required to comply with A. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.5.1.B. (N) (N)

8.1.1 Provision of Equipment

A. Generally, all equipment necessary for the provision of any given service will be furnished and owned by the customer, except where the Company continues to lease equipment on a deregulated basis.

B. Customer-owned terminal equipment and communications system may be connected with the facilities furnished by the Company pursuant to the provisions of this *Local Terms of Service*. In these instances, the Company will take all reasonable precautions to assure that the telecommunications network is not exposed to harmful or hazardous voltages as a result of interconnection with customer-owned equipment.

C. Customer-provided circuitry and terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with individual line exchange service in compliance with Part 68, Subpart B of the Federal Communication Commission Rules and Regulations.

D. The Rules and Regulations section of this document, as well as the Rules adopted by the Commission, also apply when the customer elects to provide his own equipment.

8.1.2 Responsibility of Customer

A. An access-line customer must subscribe to, and be capable of providing operation for, sufficient quantities of access lines to provide adequate access to his customer-provided equipment in accordance with accepted communications industry standards.

B. Upon notification from the Company that the customer-provided equipment is causing or is likely to cause harm to any person or the system, or that such equipment is causing or likely to cause interference with the system, the customer shall make such change as is necessary to remove such harm or interference. Failure to make such change will result in suspension of service in accordance with Section 2.2.9.A.1. and 2.2.9.A.2. until such change is completed to the satisfaction of the Company. Any connection of equipment by a customer to the facilities of the Company that is not made in accordance with the standards set forth in the most current issue of the American National Standard Institute's National Electrical Safety Code and/or the National Electrical Code shall be deemed likely to cause harm.

B. 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 otherwise affect its use or performance.

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

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.3 Responsibility of The Company

A. The Company is responsible for providing telecommunication service that complies with standards of service set forth in the Commission's Special Rules- Telecommunications and the Commission's General Service Rules. The Company is not required, and does not warrant or guarantee, that any or all types of customer-provided equipment is compatible and/or will operate or properly function on the Company's facilities. It shall be the sole responsibility of the customer to ensure that customer-provided equipment is compatible with the Company's facilities that provide service to the customer, and the utility shall not be responsible for any loss or damage due to or caused by the failure of customer-provided equipment to function on the Company's facilities.

B. 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 otherwise affect its use or performance.

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

8.1.4 Connection to Company Facilities Via Protective Circuitry

A. Customer-Provided terminal equipment not conforming with Part 68 of the Federal Communications Commission Rules and Regulations may be connected to Company facilities for telecommunication service via protective circuitry provided by the Company. The charges for such protective circuitry will be based upon costs, including a return, and will be subject to approval by the Arkansas Public Service Commission.

B. The utility shall not be responsible for the through transmission of signals by customer-provided equipment or systems or for the quality of, or defects in such transmission, or the reception of signals by customer-provided equipment or systems.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

Equipment used in conjunction with Dial Switching Systems and 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 2.5.1.**A.** (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 2.5.1.B. (N) (N)

9.1.1 Centrex Service

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.

5. Temporary suspension of service is not offered for Centrex.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

B. Terms and Conditions (Cont'd)

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.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service (Cont'd)

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

- Direct Outward Dial Lines - allows station users to place external calls to the exchange network without attendant assistance.
- Direct Inward Dial to Lines - allows incoming calls from the exchange network to reach specific stations without attendant assistance.
- Station-to-Station Calling with Common Dial Plan - allows station users to call each other using station extension numbers.
- Touch Tone Dialing - provides for touch tone dialing.
- Transfer of all Calls - allows a station user to transfer calls from one line to another 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.
- Conference Three-Way (3-Way) Call - 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 three-way conference call.
- Call Forwarding Variable - Inside or Outside of Centrex Group - 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.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

1. Package 1: Digital Centrex Small Business Feature Package (Cont'd)

- Call Forwarding - Busy/Don't 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.
- Cancel Call Waiting - 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.
- Call Waiting - notifies a subscriber who is on the telephone that another caller is attempting to call.
- Call Diversion/Restriction [(1)]- allows a Class of Service assignment per station. (C)
- DN Hunting - 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.
- Speed Call-Individual - provides the convenience of one or two digit dialing of most commonly called DNs.

2. Package 2: Digital Centrex Standard Package

This Package includes all features listed in Package 1, plus the following features:

- Automatic Line - provides an automatic connection between a calling station that goes off-hook and a pre-assigned directory number.
- Blind Transfer Recall - allows a call that has been transferred but the called station did not answer to return to the originating station that transferred the call.

[(1)] **Class of Service Restrictions configured on and after February 16, 2020 must be configured to allow end users to dial "911" directly without dialing "9" or any other prefix code prior to dialing "911" as described in Section 2.5.1.** (N) | (N)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

2. Package 2: Digital Centrex Standard Package (Cont'd)

- Call Forwarding of Call Waited Calls - allows call waiting calls that are not answered within a set period of time to automatically forward to a predetermined destination. This feature is available only where technically feasible and where facilities permit.

- Call Forwarding Remote Access - 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.

- Call Forward Timed-User Control of Rings - enables a user to set a period of time a forwarded call will ring before it is routed to the attendant. This feature is available only where technically feasible and where facilities permit.

- Call Park per Station - allows a station user to park a call and then retrieve it again from the same or a different station.

- Call Pick-up Groups - enables a subscriber to answer a call to an unattended station within the same group.

- Call Screening, Monitoring & Intercept - provides a means of monitoring and intercepting calls enhancing the functionality of NBAS. This feature is available only where technically feasible and where facilities permit.

- Call Waiting Originating - allows an originating line to impose a call waiting tone automatically on a busy called line that is in the customer group. This feature is available only where technically feasible and where facilities permit.

- Call Waiting - 3 Way Conference Capability - enhancement to Call Waiting allowing an incoming call waiting caller to be conferenced into the existing two-party call. This feature is available only where technically feasible and where facilities permit.

- Conference Hold - allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call. This feature is available only where technically feasible and where facilities permit.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

2. Package 2: Digital Centrex Standard Package (Cont'd)

- Conference 6-Port Call - 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. This feature is available only where technically feasible and where facilities permit.

- Consultation Hold - 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.

- Dial Call Waiting - 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.

- Directed Call Park - 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.

- Directed Call Pick-up - enables a subscriber to answer a call to an unattended station within the same group.

- Distinctive Ringing - provides different ringing patterns for internal and external calls.

- Do Not Disturb (DND) - provides an arrangement that intercepts incoming calls during specific periods of time when a station user does not want to be disturbed. This feature is available only where technically feasible and where facilities permit.

- Executive Busy Override - allows a station user to access a busy station.

- Flexible Route Selection - allows the user to route calls to the attendant, tone or an announcement. This feature is available only where technically feasible and where facilities permit.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

2. Package 2: Digital Centrex Standard Package (Cont'd)

- Last Number Redial - allows a station user to redial the last number dialed by utilizing an access code.
- Meet-Me Conference - allows a user to arrange a conference in advance by instructing all conferees to dial a specific number at a given time.
- Music on Hold Capability - allows access to customer provided equipment that provides a continuous broadcast of music when a caller is placed on hold. This feature is available only where technically feasible and where facilities permit.
- Message Service Indication - permits a station user to dial a code to access the station users or attendant who has activated Message Waiting. This feature is available only where technically feasible and where facilities permit.
- Night Answer - allows an incoming call to be indicated by the ringing of a customer provided night bell or on a pre-designated line. This feature is available only where technically feasible and where facilities permit.
- Ring Again - allows a station user encountering a busy station to be automatically notified when the station becomes idle.
- Speed Call – Group - 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.
- Uniform Call Distribution (UCD) - 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.
- Virtual Facilities Group - allows an incoming or outgoing line to be accessed by multiple users. The Virtual Facilities Group is usually assigned to a DN designed to meet the needs of customers with large volumes of incoming or outgoing long

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages (Cont'd)

3. Package 3: Digital Centrex Advanced Package

The features in this Package are available only where facilities permit. This Package includes all features listed in Packages 1 and 2, plus the following features, where providing these features are technically feasible and facilities permit:

- Account Codes - allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.
- Authorization Codes - used to identify callers for billing purposes, assign a network class of service, and control network access.
- Direct Inward System Access (DISA) - permits selected outside callers to dial from a Meridian Switched Network directly into the DMS 100 ISDN node and gain access to network facilities, without attendant assistance.
- Preset Conference - allows a Meridian Digital Centrex station, trunk, or Attendant Console to establish a preset conference by dialing a specific directory number (DN).
- SMDR Record Output - 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.
- Station Activation of Call Forward, Busy/Call Forward, Don't Answer - 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.
- Time of Day Routing - enables cost-effective use of facilities by allowing or denying route choices based on the time of day.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex MBS Set Package

This Package may be added to Packages 1, 2 or 3 and includes the following features:

- Attendant Mini-Console Operation with DSS/BLF Operation - an answering position that allows the user to easily monitor the busy/idle status of station, answers and screens incoming call and picks up unanswered calls.
- Automatic Dial Key – only works on a Meridian Business Set, allowing a subscriber to call a frequently dialed number by pressing the assigned feature key.
- Called Name/Number Display – MBS - only works on a Meridian Business Set (MBS), allowing the caller to view who they called.
- Calling Name/Number Display – MBS – only works on a Meridian Business Set (MBS), allowing the subscriber to see the name or number of the party calling.
- Call Park Recall Identification – only works on a Meridian Business Set (MBS), allowing a call that has been parked to recall after a certain period if no one has picked that call up.
- Group Intercom – allows a station abbreviated dialing to other station members within the same group intercom. The number of members will determine the dialing scheme.
- Multiple Appearance Directory Number (MADN) - allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

4. Package 4: Digital Centrex MBS Set Package (Cont'd)

- On-Hook Dialing – Only works 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).

- Reason Display – MBS – Only works on a Meridian Business Set (MBS). This feature allows various information to be displayed for MBS subscribers with display models.

- Station Camp On – 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.

5. Package 5: Digital Centrex Advanced MBS Set Package

This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

- Automatic Answer Back - Allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.

- Busy Override - Enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.

- Call Back Queuing - 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.

- Call Forward of DN's on a per Key Basis - Enables each directory number (DN) assigned this feature to be forwarded to a different DN (and destination).

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

5. Package 5: Digital Centrex Advanced MBS Set Package (Cont'd)

- Fast Transfer/Single Button Transfer – Provides Transfer on Release capability and 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.
- Feature Inspect Key - Gives station users of MBS with display easy access to important information about both the set's assigned features and incoming calls.
- Group Intercom - Group Voice Page - 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.
- Group Intercom - Individual Voice Page - Allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.
- Individual Intercom - Allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.
- Instant Change Order- User Control of Feature Changes - Allows the customers to reassign feature buttons on MBS sets.
- Listen on Hold – Allows a user to place a called party on hold and listen through the speaker to determine when the call has been reestablished.
- MADN Ring Options - Provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.
- Make Set Busy - Allows a terminal to be made busy to incoming calls.
- Message Service Capability - 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.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

5. Package 5: Digital Centrex Advanced MBS Set Package (Cont'd)

- Music on Hold Capability - Provides a continuous broadcast of music and optionally, a recorded announcement to callers who are waiting to be connected.
- Private Line Assignment - Allows the user to give a directory number the appearance of a POTS line. The private line has a POTS dialing plan.
- Query Busy Station - 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.
- Secondary MADN Call Forwarding Activation - 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.
- Short Hunt on DN Keys - Permits incoming calls to hunt over a set of directory number appearances in search of an idle DN on which to terminate.
- Single Line Queue for Mini Console - 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.
- Station Message Waiting Activation - Permits a station user to dial codes to access another station user or attendant who has activated Message Waiting.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages (Cont'd)

6. Package 6: Digital Centrex Caller ID Package

This Package may be added to Packages 1, 2 or 3 and includes the following features:

- Automatic Recall - Gives the subscriber the convenience of recalling the last incoming call without having to know the directory number of that call.
- Automatic Re-dial - Allows a subscriber to automatically reach the last dialed directory number without having to redial the entire directory number.
- Calling Name/Number Delivery - Allows the caller's name and number information to be displayed at the called party's telephone (this telephone must have caller id capability).
- Calling Name/Number Delivery Blocking - Allows the subscriber to alter the privacy status of name and number information on a per-call basis.
- Call Waiting Caller Name/Number Delivery - 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).
- Customer Originated Trace - Allows a subscriber who has been receiving harassing or prank calls to activate an immediate trace of the last incoming call, without requiring prior approval and manual intervention by the service provider.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages (Cont'd)

7. Package 7: Digital Centrex ACD Call Center Package *

The features in this Package are available only where facilities permit. This Package may be added to Packages 1, 2 or 3; and includes the following features where technically feasible and where facilities permit:

- Abandon Call Clearing - Eliminates unnecessary held connections by returning abandoned calls to an idle state.
- Access to Management Reports - 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.
- Agent Call Distribution Queuing - Ensures an even distribution of calls among the agents in the group.
- Agent Status Lamp - Allows the supervisor to track the status of each agent position in the group.
- Call Agent Key - Allows a supervisor to communicate directly with an agent by using the call agent key.
- Call Forcing with Optional Tone - Enhances the existing Call Forcing capability by providing more flexibility in configuring and assigning Call Forcing to ACD groups and individual agents.
- Call Load Management Controls - 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.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

7. Package 7: Digital Centrex ACD Call Center Package (Cont'd)

- Directory Numbers up to 17 - Enables the assignment of up to 17 DN's including a primary ACD directory number and up to 16 supplementary ACD directory numbers.

- 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.

- Flexible Observe Agent - Enables ACD supervisors to monitor the quality of service being offered incoming callers.

- Forced Agent Availability - Allows the ACD supervisor to require an agent to receive incoming ACD calls even though the agent has pressed the Not Ready key.

- Group Status Display on Set - 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.

- Line of Business Codes - 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.

- Music on Delay after Recorded Message - Allows the user to further minimize callers abandoning during extended delays by providing the option of broadcasting a recorded delay announcement.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

C. Feature Packages

7. Package 7: Digital Centrex ACD Call Center Package (Cont'd)

- Observe Agent Key - Enables ACD supervisors to monitor the quality of service being offered incoming callers.
- Overflow of Queued Calls - Up to 4 alternative destinations - Allows calls that have been queued for a predetermined amount of time to be routed to up to 4 alternative destinations.
- Super-Groups - 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.
- Supervisor Position Capability - 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.
- Variable Wrap up Time – Data fillable feature that enables ACD customers to establish a predetermined interval between an agent completing one call and receiving the next one.

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, and any optional features. Additionally, term, volume, and blocking discounts are to be applied based upon the total number of Centrex lines billed to the customer. Nonrecurring Charges (Service Charges) specified in Section 3 apply in addition to the charges reflected herein.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

D. Rates and Charges (Cont'd)

The appropriate Customer Line rate is calculated as follows:

- The first line at each Service Location pays the appropriate B1 rate plus $17.50.
- Each additional line at a Service Location pays the appropriate B1 rate minus $7.00. (See Section 5.2.4)

Nonrecurring Charges apply in addition to the above charges.

Each line is then charged for any additional features from the options listed on the following pages.

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	$0.25
	36 Months	0.50
	48 Months	0.75
	60 Months	1.00

Volume Discount:	Total Centrex Lines	Discount per Line
	11 - 20 lines	$0.25
	21 - 100 lines	0.50
	100-200 lines	0.75

Blocking Discount [1]	Level of Access	Discount per Line
	60- 80%	$0.50
	40- 59%	1.00
	20- 40%	1.50
	less than 20%	2.00

[1] 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 $1.50 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

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 charges below:

1. Customer Lines

a. CenturyTel of Arkansas, Inc. (Ash Flat, Calico Rock, Cherokee Village, Evening Shade, Franklin, Hardy, Horseshoe Bend, Mt. Pleasant, Melbourne, Oxford, Ozark Acres/Williford, Salem, Viola)

2 - 10 Lines	First Line	Additional lines
Month to Month	$44.25	$19.75
24 Months	44.00	19.50
36 Months	43.75	19.25
48 Months	43.50	19.00
60 Months	43.25	18.75

11 - 20 Lines	First Line	Additional lines
Month to Month	$44.00	$19.50
24 Months	43.75	19.25
36 Months	43.50	19.00
48 Months	43.25	18.75
60 Months	43.00	18.50

21 - 100 Lines	First Line	Additional lines
Month to Month	$43.75	$19.25
24 Months	43.50	19.00
36 Months	43.25	18.75
48 Months	43.00	18.50
60 Months	42.75	18.25

101 & over Lines	First Line	Additional lines
Month to Month	$43.50	$19.00
24 Months	43.25	18.75
36 Months	43.00	18.50
48 Months	42.75	18.25
60 Months	42.50	18.00

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

D. Rates and Charges

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the charges below:

1. Customer Lines (Cont'd)

b. CenturyTel of Mountain Home, Inc.

2 - 10 Lines	First Line	Additional lines
Month to Month	$42.65	$18.15
24 Months	42.40	17.90
36 Months	42.15	17.65
48 Months	41.90	17.40
60 Months	41.65	17.15

11 - 20 Lines	First Line	Additional lines
Month to Month	42.40	17.90
24 Months	42.15	17.65
36 Months	41.90	17.40
48 Months	41.65	17.15
60 Months	41.40	16.90

21 - 100 Lines	First Line	Additional lines
Month to Month	42.15	17.65
24 Months	41.90	17.40
36 Months	41.65	17.15
48 Months	41.40	16.90
60 Months	41.15	16.65

101 & over Lines	First Line	Additional lines
Month to Month	$41.90	$17.40
24 Months	41.65	17.15
36 Months	41.40	16.90
48 Months	41.15	16.65
60 Months	40.90	16.40

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

D. Rates and Charges

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the charges below:

1. Customer Lines (Cont'd)

c. CenturyTel of Redfield, Inc.

2 - 10 Lines	First Line	Additional lines
Month to Month	$38.50	$14.00
24 Months	38.25	13.75
36 Months	38.00	13.50
48 Months	37.75	13.25
60 Months	37.50	13.00

11 - 20 Lines	First Line	Additional lines
Month to Month	$38.25	$13.75
24 Months	38.00	13.50
36 Months	37.75	13.25
48 Months	37.50	13.00
60 Months	37.25	12.75

21 - 100 Lines	First Line	Additional lines
Month to Month	$38.00	$13.50
24 Months	37.75	13.25
36 Months	37.50	13.00
48 Months	37.25	12.75
60 Months	37.00	12.50

101 & over Lines	First Line	Additional lines
Month to Month	$37.75	$13.25
24 Months	37.50	13.00
36 Months	37.25	12.75
48 Months	37.00	12.50
60 Months	36.75	12.25

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

D. Rates and Charges

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the charges below:

1. Customer Lines (Cont'd)

d. CenturyTel of South Arkansas, Inc.

2 - 10 Lines	First Line	Additional lines
Month to Month	$37.65	$13.15
24 Months	37.40	12.90
36 Months	37.15	12.65
48 Months	36.90	12.40
60 Months	36.65	12.15

11 - 20 Lines	First Line	Additional lines
Month to Month	$37.40	$12.90
24 Months	$37.15	$12.65
36 Months	$36.90	$12.40
48 Months	$36.65	$12.15
60 Months	$36.40	$11.90

21 - 100 Lines	First Line	Additional lines
Month to Month	$37.15	$12.65
24 Months	$36.90	$12.40
36 Months	$36.65	$12.15
48 Months	$36.40	$11.90
60 Months	$36.15	$11.65

101 & over Lines	First Line	Additional lines
Month to Month	$36.90	$12.40
24 Months	$36.65	$12.15
36 Months	$36.40	$11.90
48 Months	$36.15	$11.65
60 Months	$35.90	$11.40

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 Centrex Service

D. Rates and Charges (Cont'd)

2. Feature Packages

Package	Nonrecurring Charge [1]	Add'l Monthly Per Line Charge
Package 1: Digital Centrex Small Business Feature	$20.00	$2.00
Package 2: Digital Centrex Standard Package	40.00	2.75
Package 3: Digital Centrex Advanced Features Package	60.00	3.25
Package 4: Digital Centrex MBS Set Package	60.00	3.25
Package 5: Digital Centrex Advanced MBS Set Package	10.00	7.00
Package 6: Digital Centrex Caller ID Package	10.00	7.00
Package 7: Digital Centrex ACD Call Center Package	ICB	ICB

3.

Attendant Console [2]	Nonrecurring Charge	Monthly Rate
Per Console	$275.00	$68.85

4.

Optional Features [3] Per Customer Group for Networking for Multiple hosted	Nonrecurring Charge	Monthly Rate
ACD Group (2 or More CO's)	ICB	ICB
Centrex Group (2 or more CO's)	ICB	ICB

[1] Customers selecting Packages 1, 2 or 3 will pay only one nonrecurring charge which will be the charge associated with the highest package number selected. The nonrecurring charge applies per customer group.

[2] Attendant Console rates are per console and do not include CPE.

[3] Additional optional Features may be available to customers on an Individual Case Basis.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.2 Digital Centrex Service - GRANDFATHERED

The following Centrex offering is discontinued. Term contracts will be honored through their term. Customers may move, add and change station lines and optional features at existing service locations through the term of their contract. Upon expiration of the contract, customers must convert their service to the Company's current Centrex offering or discontinue their Centrex service.

A. General

1. Centrex is a Central Office-based, flat rate, business communications service that provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.

2. Centrex is a local exchange telecommunication service provided from suitably equipped Telephone Company Central Offices with available outside plant.

3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

4. All Centrex station lines will be equipped with the standard features as set forth in 9.1.2.B.1.a. and Touchtone Service. Additional optional features may also be selected and generally result in additional charges as specified in Section 9.1.2.B.3.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED (Cont'd)

B. Rates and Charges

1. Centrex Line Rates

a. The monthly rates for Centrex lines specified below include the following standard features:

- Business Group Automatic Identified Outward Dialing
- Call Forward Busy Line
- Call Forward Don't Answer
- Call Forward Variable
- Call Forwarding Incoming Only
- Call Forwarding Within Group Only
- Call Forwarding Distinctive Ringing
- Call Hold
- Call Pickup
- Call Transfer
- Direct Inward Dialing
- Direct Outward Dialing
- Distinctive Alerting
- DTMF Signaling
- Intercom Dialing
- Speed Call 8
- Three-Way Calling
- Semi-Restricted Line
- Fully Restricted Line
- Toll Restriction
- Hunting
  - Regular Hunting
  - Circle Hunting
  - Uniform Call Distribution
  - Preferential Hunting
  - Series Completion

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges

1. Centrex Line Rates (Cont'd)

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

(1) Business Rate Per Line

CenturyTel of Mountain Home, Inc.

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$27.40	$25.75	$22.45	$20.30	$19.20
4 - 6	26.30	24.75	21.55	19.45	18.40
7 - 10	22.20	20.85	18.20	16.40	15.55
11-20	20.55	19.30	16.85	15.20	14.40
21 - 50	19.20	18.05	15.75	14.20	13.45
51 - 100	17.80	16.75	14.60	13.20	12.45
Over 100 - ICB					

CenturyTel of Arkansas, Inc.

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$29.00	$27.25	$23.80	$21.45	$20.30
4 - 6	27.85	26.15	22.85	20.60	19.50
7 - 10	23.50	22.10	19.25	17.40	16.45
11-20	21.75	20.45	17.85	16.10	15.25
21 - 50	20.20	19.10	16.65	15.00	14.20
51 - 100	18.85	17.70	15.45	13.95	13.20
Over 100 - ICB					

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges

1. Centrex Line Rates

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

(1) Business Rate Per Line (Cont'd)

CenturyTel of Redfield, Inc.

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$25.85	$21.95	$18.10	$15.25	$13.70
4 - 6	$24.80	$21.10	$17.35	$14.65	$13.15
7 - 10	$20.95	$17.80	$14.65	$12.35	$11.10
11-20	$29.40	$16.50	$13.55	$11.45	$10.30
21 - 50	$18.10	$15.40	$12.65	$10.70	$ 9.60
51 - 100	$16.80	$14.30	$11.75	$ 9.90	$ 8.90
Over 100 - ICB					

CenturyTel of South Arkansas, Inc.

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$24.00	$22.55	$19.70	$17.75	$16.80
4 - 6	23.05	21.65	18.90	17.05	16.15
7 - 10	19.45	18.25	15.95	14.40	13.60
11-20	28.00	16.90	14.75	13.30	12.60
21 - 50	16.80	15.80	13.80	12.45	11.75
51 - 100	15.60	14.65	12.80	11.55	10.90
Over 100 - ICB					

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges

1. Centrex Line Rates

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected: (Cont'd)

(2) Residence Line Rate

Company	Monthly Rate for 2-6 Lines
CenturyTel of Mountain Home, Inc.	$18.40
CenturyTel of Arkansas, Inc.	17.50
CenturyTel of Redfield, Inc.	14.50
CenturyTel of South Arkansas, Inc.	18.15

(3) Service Establishment Charges

Type	Nonrecurring Charges
Per System	$50.00
Per Line	10.00

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges

1. Centrex Line Rates (Cont'd)

c. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex rates found in this Local Terms of Service. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment or the CPE switching/pooling equipment. If the number of stations served by the key system common equipment or the CPE switching/pooling equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates as found in Section 5.

d. The above rates and non-recurring charges are in addition to the applicable service ordering charge as provided in Section 3.

2. End User Common Line Charge (EUCL)

The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges (Cont'd)

3. Individual Station Features

Service Ordering Charges as specified in Section 3 apply for the connection of the following features unless ordered at the time initial service is established.

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

(1) Call Waiting/Cancel Call Waiting
(2) Directed Call Pick-Up
(3) Direct Connect Service
  (a) Manual Line Service
  (b) Warm Line
(4) Do Not Disturb
(5) Night Service
(6) Speed Calling 30
(7) Voice/Data Protection

	Per Feature
Individual features per line/station	$0.50
Three to four features per line/station	0.40
Five or more features per line/station	0.30

b. Additions and Changes to Individual Station Features

	Nonrecurring Charge
Feature Additions/Changes Per Station	$8.00

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges (Cont'd)

4. Features Associated with Groups of Lines

Service Ordering Charges as specified in Section 3 apply for the connection of the following features unless ordered at the time initial service is established.

a. Code Restriction Features:

(1) Code Restriction	
(2) Outgoing Call Screening	
Per List	$4.50 per month
Per Line Using List	0.50 per month
Changes to Toll/Code/Outgoing Call Screening Lists	$12.00 Nonrecurring

b. Business Group Dialing Plan

Standard Dialing Plan	No Charge
Customized Dialing Plan	$80.00 Nonrecurring

c. Special Intercept Announcement

Standard Announcement	$24.00 per month
Customer Worded Announcement	$96.00 per month
Announcement Trunk	$24.00 per month
Changes to Customer Worded Announcement	$60.00 Nonrecurring

d. Paging Access

Per Paging Circuit	$20.00 per month

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges (Cont'd)

5. Reserved

6. Enhanced Hunt Service – (Not available in Redfield exchange)

Service Ordering Charges as specified in Section 3 apply for the connection of the following features unless ordered at the time initial service is established.

a. Changes to Hunting Group Arrangements/Patterns

Additional Lines/ Change Hunting Order	$12.00 Nonrecurring

b. Hunt Group Options

(1)	Queueing for Hunt Group	$20.00 per month
(2)	Delay Announcements for Queued Calls	
	Standard Announcement	$24.00 per month
	Customer Worded Announcement	$96.00 per month
	Announcement Trunk	$24.00 per month
	Changes to Customer Worded Announcement	$25.00 Nonrecurring
(3)	Stop Hunt/Make Busy	
	Access Code Activation	$0.50 per month
	Key/Switch Activation	$6.50 per month

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

B. Rates and Charges (Cont'd)

7. Advanced Calling Services – (Not available in Redfield, Dodge City and Junction City)

Service Ordering Charges as specified in Section 3 apply for the connection of the following features unless ordered at the time initial service is established.

a. Regulations in Section 5.4.3 apply in addition to those listed herein.

b. Call Trace and Call Blocking options are available to Centrex customers at the rates specified elsewhere in this *Local Terms of Service.*

c. Rates

Rates Per Month, Per Line Equipped

	Caller ID Name & No. Delivery	Caller ID Number Delivery	Repeat Dial	Call Return
2 - 3 Lines	$7.00	$5.50	$2.50	$2.50
4 - 6 Lines	6.50	5.00	2.25	2.25
7 - 10 Lines	6.00	4.50	2.00	2.00
11 - 20 Lines	5.50	4.00	1.85	1.85
21 - 50 Lines	4.50	3.00	1.70	1.70
51 - 100 Lines	3.50	2.00	1.50	1.50
Over 100 Lines - ICB				

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service – GRANDFATHERED (Cont'd)

C. Regulations and Conditions

1. A Centrex Customer must have a minimum of two Centrex lines.

2. The minimum charge period for services provided under this *Local Terms of Service* shall be for one month.

3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

4. One directory listing is provided without charge for each Centrex customer.

5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month to month basis.

6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in C.8. following. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

C. Regulations and Conditions (Cont'd)

8. Termination Liabilities shall be treated as follows:

a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:

(1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or

(2) Pay termination charges as described in (a) above on the number of Centrex station lines disconnected.

9. Reduction/Waiver of service establishment charges may be offered as provided in the Company's document

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

C. Regulations and Conditions (Cont'd)

10. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

11. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).

12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

13. The Centrex lines for a Centrex customer may terminate at multiple locations off-premise/secondary locations; however, all Centrex lines in the same group must be served by the same Central Office.

14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in this *Local Terms of Service*.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service – GRANDFATHERED (Cont'd)

D. Definitions

Business Group Automatic Identified Outward Dialing - Provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

Business Group Dialing Plan - Enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy.

Call Forwarding Distinctive Ringing – A Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing patter is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to-station.

Call Forwarding Don't Answer -Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

Call Forwarding Incoming Only – An option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

Call Forwarding Variable (All Calls) - Enables a station-user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

Call Forwarding Within Group Only - An option that can be used with any of the Call Forwarding features (Call forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

D. Definitions (Cont'd)

Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

Call Waiting - Provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

Cancel Call Waiting - Allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

Circle Hunting - Allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Code Restriction [(1)] - **Blocks** the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines. (C)(T)

Delay Announcements for Queued Calls - Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Direct Connect Service - Allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

Direct Inward Dialing - Allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

(1) Class of Service Restrictions configured on and after February 16, 2020 must be configured to allow end users to dial "911" directly without dialing "9" or any other prefix code prior to dialing "911" as described in Section 2.5.1.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

D. Definitions (Cont'd)

Direct Outward Dialing - Enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

Directed Call Pick-Up - Enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

Fully Restricted Line [(1)]- Prevents calls to and/or from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group. (C)

Intercom Dialing - Allows Centrex station users to call other stations within their Centrex group by dialing abbreviated codes.

Make Busy - Can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

Manual Line Service - Automatically places a call to the operator when the station user lifts the receiver off the switchhook.

Night Service - Allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

Off-Premises Station/Secondary Locations - Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

[(1)] **Class of Service Restrictions configured on and after February 16, 2020 must be configured to allow end users to dial "911" directly without dialing "9" or any other prefix code prior to dialing "911" as described in Section 2.5.1.** (N) | (N)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

D. Definitions (Cont'd)

Outgoing Call Screening - Blocks the completion of calls to specific directory numbers (3, 6, 7, or 10-digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

Paging Access - Allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

Preferential Hunting - Allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

Queueing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the same queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

Regular Hunting - Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

Semi-Restricted Line [(1)]– Prevents calls to and/or from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features. (C)

Series Completion - Similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

[(1)] **Class of Service Restrictions configured on and after February 16, 2020 must be configured to allow end users to dial "911" directly without dialing "9" or any other prefix code prior to dialing "911" as described in Section 2.5.1.** (N) (N)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 Digital Centrex Service - GRANDFATHERED

D. Definitions (Cont'd)

Special Intercept Announcement - May optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) if the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

Speed Calling 8-Code - Enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

Speed Calling 30-Code - Enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

Stop Hunt - Allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

Three-Way Calling - Allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

Toll Restriction - Blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shard by multiple lines.

Uniform Call Distribution - Intended to distribute calls evenly among the stations in a Multiline Hunt Group.

Voice/Data Protection - Allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

Warm Line - Provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.3 Advanced Digital Centrex (ADC)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

A. General Description

1. Advanced Digital Centrex lines provide access to Circuit Switched Voice Service and Circuit Switched Data. This arrangement utilizes an ADS-BRI basic rate interface [(1)] that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D). (C)

2. Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each Centrex Service ISDN Line.

B. ADC (National ISDN Standards)

Centrex Service provides for the following ISDN Lines: Advanced Digital Centrex lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. ADC lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

C. Advanced Digital Centrex Service Descriptions

1. Circuit Switched Voice Service

a. Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

b. In addition to the Standard Centrex Line Features, Circuit Switched Voice Service provides for the following standard features:

Caller ID
Caller ID Intercom
Caller ID Intragroup

[(1)] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

C. Advanced Digital Centrex Service Descriptions

1. Circuit Switched Voice Service (Cont'd)

c. The Standard Circuit Switched Voice Service Features are described below.

(1) Caller ID - An arrangement that allows the caller's number, if not blocked, to be displayed on properly equipped customer-provided sets for incoming calls received from outside the system.

(2) Caller ID Intercom - An arrangement that displays the calling intercom number on a properly equipped customer-provided set.

(3) Caller ID Intragroup - An arrangement that displays the calling Centrex Service Line number on a properly equipped customer-provided set for calls within the system.

2. Circuit Switched Data Service

a. Circuit Switched Data Service provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Customer information can be transmitted up to 64 Kbps.

b. Circuit Switched Data Service provides the following standard features:

Calling Display on Intercom Calls
Call Diverting
Far End Disconnect Supervision
Hunt Group for Shared Data Access
Intercom Calling
Speed Calling - Short

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

C. Advanced Digital Centrex Service Descriptions

2. Circuit Switched Data Service (Cont'd)

c. The Standard Circuit Switched Data Service Features are described below:

(1) Calling Display on Intercom Calls - An arrangement that displays the calling intercom number on a properly equipped customer-provided set.

(2) Call Diverting - an arrangement that provides the capability to allow calls to be completed to:

Intercom only (Fully-restricted)
Intercom and local calls (Semi-restricted)
Intercom, local calls and toll calls (Unrestricted)

(3) Far End Disconnect Supervision - an arrangement that automatically disconnects one end of a data connection when the other end of the data connection disconnects.

(4) Hunt Group for Shared Data Access - an arrangement that provides for an automatic search of a group of ports in order to find an available port to complete a call request.

(5) Intercom Calling - provides for the completion of calls between Circuit Switched Data station users within the same Centrex Service System.

(6) Speed Calling - Short - an arrangement that allows a station user to dial a preselected telephone number by dialing one or two digits.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

C. Advanced Digital Centrex Service Descriptions (Cont'd)

3. Alternate Circuit Switched Voice Service/Circuit Switched Data Service

a. 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.

b. The Standard Circuit Switched Voice Service features are described elsewhere in this document.

Additional standard ISDN features for Circuit Switched Voice Service/Circuit Switched Data Service are described in section 9.1.3.C.1 and 2 preceding (Standard Circuit Switched Voice Service Features and Standard Circuit Switched Data Service Features descriptions).

D. Regulations

1. Advanced Digital Centrex Standard Transmission Specifications

An ADC line consists of non-loaded two-wire facility. The standard transmission parameters for an ADC line utilizing an ADS Basic Rate Interface (BRI) [(1)] consist of: (C)

A maximum of 42 dB loop loss at a 40 kHz test tone terminate into a 135 ohm impedance. The 42 dB loss includes all Central Office facilities, outside plant facilities and inside wiring.

2. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADC Service is required to confirm with Technical Reference Specifications as used by the Company.

[(1)] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

D. Regulations (Cont'd)

3. Usage Charges

a. Circuit Switched Voice Calls

All Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified in Section 6.

b. Circuit Switched Data Calls

Circuit Switched Data Calls will be subject to local usage sensitive charges based on minutes of use, Extended Community Calling Local Message Charges or Long Distance Telecommunications Service charges as specified in Section 6.

4. Cancellation of Service

In the event of a customer initiated 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 the process of building or being installed, cost of installation labor, cost of removal and other expenses, will apply. In addition, Service Connection Charge(s) as specified in Section 3 may also be applicable.

5. Payment for Service

Monthly Contract - Advanced Digital Centrex Service is offered under a monthly plan or on a contractual basis commencing on the date service is established.

6. Temporary Suspension of Service (a.k.a. Vacation Service)

Temporary Suspension of Service is not offered with Advanced Digital Centrex Service.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC) (Cont'd)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville)

E. Advanced Digital Centrex Lines, Charges and Rates

ADC Lines, Charges and Rates include standard Centrex features on each main station line:

Call Transfer Individual-All Calls
Direct Inward Dialing
Direct Outward Dialing
Station-to-Station Dialing
Three-Way Calling
Touch Tone

The following package of standard feature capabilities may be activated for individual lines in the system:

Call Forwarding-Busy Line
Call Forwarding-Does Not Answer
Call Forwarding Variable
Call Hold
Call Waiting-Terminating
Group Intercom
Hunting
Permanent Hold
Ring Again
Speed Calling Short List

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.3 Advanced Digital Centrex (ADC) (Cont'd)
(Available only in the following CenturyTel of Mountain Home, Inc. exchanges: Gamaliel, Henderson, Lakeview, Mallard Point, Midway, Mountain Home, Norfork, Tracy Ferry, Whiteville]

F. Advanced Digital Centrex Services, Charges and Rates

ADC Services are described in this section, Advanced Digital Centrex.

ADC Services Optional Features are specified in Optional Circuit Switched Voice Features. Standard features do not apply.

The ADC Basic Rate Access Line Charge is in addition to the applicable charges given below for Circuit Switched Voice Service, Circuit Switched Data Service, and Alternate Circuit Switched Voice Service/Circuit Switched Data Service.

	Nonrecurring Charge	Monthly Charge	
		Res	Bus
Access Line	$25.00	$17.90	$26.25
Circuit Switched Voice Service, Per "B" Channel	25.00	8.20 Plus Usage [1]	12.35 Plus Usage [1]
Circuit Switched Data Service, Per "B" Channel	15.00	9.85 Plus Usage [1]	14.85 Plus Usage [1]
Alternate Circuit Switched Voice Service/Circuit Switched Data Service, Per "B" Channel	15.00	10.85 Plus Usage [1]	15.85 Plus Usage [1]

[1] Local Usage per minute of $0.04 after 30 hours of data service.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

A. General

1. Universal Emergency Number Service, also referred to as 911 Service, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.

2. 911 Service is offered subject to availability of facilities.

3. The 911 customer may be a municipality 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 lawfully delegated. The customer must be legally authorized to subscribe to the service and have 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 911 calling.

4. Four types of 911 Service are offered: B911, C911, D911 and E911.

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.

Alternative Routing (AR) - A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP are busy, or (2) the primary PSAP closes down for a period. This is a standard feature of E911 Service.

Automatic Location Identification (ALI) - A feature by which the name (business accounts only) and the address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's will be identified with the address of the calling party's number.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

B Definition of Terms (Cont'd)

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's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

B911 - A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single 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.

C911 - A service which provides the B911 feature as well as Called Party Hold, Switchhook Status, Forced Disconnect, Idle Tone and Emergency Ringback.

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".

D911 - A service which provides the B911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

B Definition 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 (DR) - A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped with Selective Routing. Four party and rural service will be default routed.

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.

Display and Transfer Unit – A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

E911 – An expanded service that provides features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 has other standard and optional features which may or may not be available with B911, C911 or D911.

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 Office – The Central Office(s) in the E911 System which receives originating 911 calls.

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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

B Definition of Terms (Cont'd)

Enhanced 911 (E911) Control Office – The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

Enhanced 911 Service Area – The geographic area in which the Customer will respond to all E911 calls and dispatch appropriate assistance.
FIXED TRANSFER – A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect – A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

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.

Manual Tranfer – A feature that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number of a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit and is a standard feature of E911 Service.

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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

B Definition of Terms (Cont'd)

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 *Local Terms of Service*. 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.

Public Safety Answering Point - An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees or public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Selective Routing (SR) - A feature that routes an E911 calls from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

Selective Transfer - A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire," on the Display and Transfer Unit. This type of transfer is only available when the SR feature is provided.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

B Definition of Terms (Cont'd)

Service Area - The geographical area which the Customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office - The Central Office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service - A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the Customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

C. Rules and Regulations

1 This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.

2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this *Local Terms of Service*.

3. The service is furnished to the Customer only for the purpose of receiving reports of emergencies by the public.

4. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis with E911 Service.

5. 911 Service is provided solely for the benefit of the Customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating and Company obligation toward any third person or legal entity other than the Customer.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

C. Rules and Regulations (Cont'd)

6. The Company does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls on the Customer's premises.

   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.

7. Temporary suspension of service is not provided for any part of the 911 Service.

8. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 Service. When the Selective Routing feature is provided, in such circumstances, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI Display.

9. ANI and/or ALI will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of ANI/ALI.

10. Adjustments for service interruptions experienced by persons calling the PSAP is governed by and limited by terms set forth in Section 2 of this *Local Terms of Service*.

11. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) associated with the 911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this Section and in other Sections of this *Local Terms of Service* and applicable tariffs.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

C. Rules and Regulations (Cont'd)

12. 911 Service information consisting of the name, address and telephone numbers of telephone Customers whose listings are not published in directories or listed in directory assistance offices is confidential and the Customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

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/local terms of service or practices.

13. The 911 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated.

14. The Telephone Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.

15. Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the Customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.

16. Application for 911 Service must be executed in writing by each Customer. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

17. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by the Telephone Company or the Customer, shall be configured so that it is unable to extract any information from the system other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

C. Rules and Regulations (Cont'd)

18. The customer must furnish the Telephone Company its agreement to the following terms and conditions:

    a. That all 911 calls will be answered on a 24-hour day, seven-day week basis.

    b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 service area or will under-take to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonable available.

    c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

    d. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.

    e. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Telephone Company to be installed.

19. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area except that 911 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Service Feature (SR) is provided. When E911 Service is furnished to a customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 Service Features which includes the Selective Routing Service Feature at the rate specified in this *Local Terms of Service*.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

C. Rules and Regulations (Cont'd)

20. 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 appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information.

a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.

b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in police, fire, ambulance or other appropriate 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 E911 calls to the proper PSAP.

c. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and ambulance PSAP routing designations.

d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.

e. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

21. Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total non-recurring charges.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911 (Cont'd)

D. Service Features

1. B911 Service - includes the Company provision of the 911 code or the opening of this code to the exchange network in those Central Offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 911 Service.

   B911 Service provides for routing all 911 calls originated by telephone with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via business access line in a manner similar to a normal exchange telephone call. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

2. C911 Service - provides B911 Service plus Forced Disconnect, Idle Tone Application, Called Party Hold, Emergency Ringback and Switchhook Status features. Activation of the Switchhook Status and Emergency Ringback features requires use of the appropriate COAM Key telephone equipment at the PSAP.

3. D911 Service - provides B911 service plus display of the calling Party's ANI telephone number at the PSAP. Requires the use of ANI PSAP equipment for display of ANI information. Appropriate key telephone or Automatic Call Distributor (ACD) Equipment is required to terminate 911 calls. The ANI PSAP equipment contains interfaces for teleprinter and voice recording devices. Central office transfer of 911 calls is not provided with D911 Service.

4. Enhanced 911 (E911) - is provided with the following standard features: Forced Disconnect; Idle Tone Application; Manual Transfer; Alternative Routing (Night Service); Speed Calling; Touch-Tone service lines; Selective Transfer.

   E911 is provided with the following optional features; Automatic Number Identification (ANI); Automatic Location Identification (ALI); Selective Routing (SR); Fixed Transfer. Default Routing is a feature of Selective Routing.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911 (Cont'd)

E. Liability

1. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this *Local Terms of Service*, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.

2. 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 act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omissions constituting reckless, willful and wanton 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 applicable rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.

3. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

E. Liability (Cont'd)

4. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 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, technical inability to provide subscriber information associated with multi-party lines, roaming Voice Over Internet Protocol lines, Voice Over Internet Protocol lines not converted to Public Switched Network protocols, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines, especially but not limited to those private telecommunications services that use Direct Inward / Outward Dialing (DIOD) numbers.

5. The Company accepts no responsibility for obtaining and providing subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider pursuant to the terms of the Private Switch 9-1-1 Service section or any individual case basis contract. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

E. Liability (Cont'd)

6. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of 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, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or 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 Service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations.

7. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, 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 Response Agencies responding to calls placed to a 9-1-1 Service or Host Providers using such information to provide a 9-1-1 Service.

8. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a non-regulated telephone service (e.g., shared tenant service or non-regulated Voice Over Internet Protocol). It is the obligation of the 9-1-1 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 9-1-1 Customer's service area. Neither the 9-1-1 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 9-1-1 Customer's service area or for foreign or unrecognizable dial tone calls originating from voice over internet protocol, or mobile/cellular telephones.

9. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911 (Cont'd)

F. Rates and Charges

1. Messages

a. No charge will be applied by the Telephone company to the calling party for calls placed to the 911 telephone numbers.

b. Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving central office.

2. 911 Service

a. 911 Exchange Lines

Established rates found in Section 5 of this *Local Terms of Service*, for rotary lines, flat or measured rate business lines apply for 911 Exchange Lines that terminate at PSAP's. The monthly rate for the Exchange Line is the rate applicable for the exchange or zone in which the PSAP is located. A minimum of two lines from the PSAP's serving Central Office is required.

b. Foreign Exchange Service

When 911 is provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for Foreign Exchange Service are applicable. Refer to Private Line and/or Access Tariff for appropriate charges.

c. Tie Lines, Private Lines or Extension Lines

Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established rates for such channels and facilities specified in this *Local Terms of Service* and the Company's Private Line Service and/or Access Service Tariffs.

d. InterLATA Service

InterLATA services must be provided by an authorized interexchange carrier.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

F. Rates and Charges (Cont'd)

3. Enhanced 911 (E911) - In addition to the rates preceding, E911 provides for the following:

a. Standard Features - the following standard features are included with E911 Service:

(1) Forced Disconnect

(2) Default Routing

(3) Alternate Routing (Night Service)

(4) Speed Calling

(5) Central Office Transfer Arrangements

b. Optional Features - E911 Service is available in five feature configurations. The customer must select at least one of the following feature configurations:

(1) Automatic Number Identification (available only in offices equipped to provide the feature).

Charges are determined by the total number of main and equivalent main telephones served by the local central offices equipped for ANI.

(2) Selective Routing - Charges are determined by the total number of main and equivalent main telephones served by the local central offices equipped for SR.

(3) Automatic Number Identification and Selective Routing.

(4) Automatic Number Identification and Automatic Location Identification.

Charges are determined by the total number of main and equivalent main telephones served by the local central office equipped for ANI and ALI but not SR.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

F. Rates and Charges

3. Enhanced 911 (E911) - In addition to the rates preceding, E911 provides for the following:

b. Optional Features - E911 Service is available in five feature configurations. The customer must select at least one of the following feature configurations: (Cont'd)

(5) Automatic Number Identification, Automatic Location Identification and Selective Routing.

Charges are determined by the total number of main and equivalent main telephones to which ANI, ALI and SR apply.

(6) PSAP equipment, designed for use with Key Telephone Systems and Type 2B Automatic Call Distributor Systems or equivalent systems provided at rates and charges specified elsewhere in this *Local Terms of Service* includes:

(a) ANI Display and Transfer equipment consisting of a micro-processor-controlled, stored program system capable of serving up to fifteen incoming E911 lines and fifteen Display and Transfer Units.

(b) ALI equipment providing retrieval of the calling party's address from a data base and its display on units located at attendant positions. A maximum of fifteen display units may be provided per system.

4. PSAP Terminal Equipment

Company or customer-provided equipment may be used to terminate 911 facilities at any PSAP.

a. When the Company provides PSAP equipment, it will be provided at the rates and charges specified in 9.2.1F.10., Special Service Arrangements.

b. When customer-provided terminal equipment is used at a PSAP, it will be furnished in accordance with 9.2.1F.10.2. following.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

F. Rates and Charges (Cont'd)

5. Program Development Charges - are charges applicable to the work necessary to design, develop, test and maintain any special programming required to support 911 Service, its billing and its data base management. The rate is based on Telephone Company time and materials expended.

6. Records Conversion Charges - are charges applicable to the work necessary to design, review, modify and maintain any Telephone Company customer records keeping systems in order to support E911 Service, its billings and database management. The rate is based on Company time and materials expended.

7. Quotation Preparation - the customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. All rates for services or facilities to be provided by the Telephone Company will be determined in accordance with the guidelines in this *Local Terms of Service*.

8. Changes to Orders - when a customer requests changes for a pending order for the provision of 911 Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charge.

9. Additional Charges from Other Companies - any charges for the provision of 911 Service passed on to the Telephone Company from another Telephone Company, Interexchange Carrier or other party will be included in the cost for the service.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

F. Rates and Charges (Cont'd)

10. Special Service Arrangement Charges

a. 911 Service facilities and optional features other than dedicated trunk facilities will be furnished when practical by the Telephone Company at charges equivalent to the costs of furnishing such services. These special charges will be applicable to such items as engineering and special program development associated with billing and database management.

b. Costs as referred to in this section may include but are not limited to:

(1) Cost of maintenance

(2) Cost of operation

(3) Depreciation on the cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

(4) General administration expenses, including taxes on the basis of average charges for these items.

(5) Any other items or expenses associated with the particular special service arrangement.

(6) An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.

c. Costs installed mentioned above includes costs of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.

d. Special service arrangement rates are subject to review and revisions conditioned upon changing costs.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 Universal Emergency Number Service-911

F. Rates and Charges (Cont'd)

11. Rates

Service	Monthly Rate	Nonrecurring Charge
Database updates: Monthly rate for updates to E911 database, per 1000 exchange access arrangements served [1]		
CenturyTel of Mountain Home, Inc.	$31.50	$1,754.00
CenturyTel of Arkansas, Inc.	31.50	500.00
CenturyTel of Redfield, Inc.	Not Available	Not Available
CenturyTel of South Arkansas, Inc.	Not Available	Not Available
Direct Trunking Facility End Office to PSAP Serving Office (per termination)		
CenturyTel of Mountain Home, Inc.	$50.00	$129.00
CenturyTel of Arkansas, Inc.	93.00	155.00
CenturyTel of Redfield, Inc.	Not Available	Not Available
CenturyTel of South Arkansas, Inc.	Not Available	Not Available
Control Office to PSAP Serving Office Trunk		
CenturyTel of Mountain Home, Inc.	$122.00	$295.00
CenturyTel of Arkansas, Inc.	Not Available	Not Available
CenturyTel of Redfield, Inc.	Not Available	Not Available
CenturyTel of South Arkansas, Inc.	Not Available	Not Available

[1] Rounded to nearest 1000 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. In instances where the count of exchange access arrangements is adjusted upward, nonrecurring charges apply for each additional 1000 exchange access arrangements.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.2 Group Alerting and Dispatching or Conferencing Service

9.2.3 Group Alarm and Reporting Service

A. Fire Reporting Equipment (Not available in **CenturyTel of** Redfield **and CenturyTel of South Arkansas**) (T)(C) (C)

1. 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.

2. Rates

Applicable Service Connection Charges will apply as set forth under Section 3.

	Monthly Rate
Fire Number	1-Pty Business Access Line
Fire Line, per line equipped	$2.00 [1]

[1] In addition to rates and charges applicable to the class and grade of service furnished.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4 Private Switch (PS) 9-1-1 Service

A. Description

Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

1. Automatic Number Identification (ANI) or

2. 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

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:

a. Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

b. 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; and

c. 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

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service

B. Conditions (Cont'd)

2. 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 9.2.4.C.1.a., 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/local terms of service 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

- purchasing and using a PS ALI ENTRY service, or

- exclusively transmitting only the Private Switch lead number to the 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,

- 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

- 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service (Cont'd)

C. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

1. 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:

   a. 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

   b. that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

2. 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.

3. 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service (Cont'd)

D. 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.

E. Application for Service

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:

1. The business name and address of the PS Provider,

2. The name, address, and telephone number of the PS Provider's Site Administrator,

3. The PS Provider service locations by street address and connectivity arrangements to the Company's network, and

4. The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

F. 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service

F. 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. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service

F. 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.

G. 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 *Local Terms of Service* regarding 9-1-1 Service in any other applicable section of the Company's tariffs/local terms of service, 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service

G. Liabilities (Cont'd)

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.

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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service

G. Liabilities (Cont'd)

5. Indemnification

a. CenturyTel of Arkansas, Inc. and CenturyTel of South Arkansas, Inc.

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.

b. CenturyTel of Mountain Home, Inc., CenturyTel of Redfield, Inc.

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 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 *Local Terms of Service* or under a specific contract for such assistance.

7. 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.

CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.4 Private Switch (PS) 9-1-1 Service (Cont'd)

H. 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.

CENTRAL OFFICE SERVICES

9.3 SECRETARIAL ANSWERING (A.K.A. TELEPHONE ANSWERING BUREAU SERVICE)

(Available Only in the following CenturyTel of Arkansas, Inc. exchanges: Ash Flat, Calico Rock, Cherokee Village, Evening Shade, Franklin, Hardy, Horseshoe Bend, Mt. Pleasant, Melbourne, Oxford, Ozark Acres/Williford, Salem, Viola)

	Monthly Rate
Per line appearing on unit in addition to rates for class and grade of service.	$1.00
Installation	
1-5 lines	$25.00
6-10 lines	$40.00

MISCELLANEOUS SERVICE OFFERINGS

10.1 RESERVED

10.2 MILEAGE CHARGES

10.2.1 On-Premises Extension Line Service

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 following monthly rates.

Extension Mileage	Monthly Rate
Same Premises, Different Building [1] - per each 1/10 mile or fraction thereof	$0.40

MISCELLANEOUS SERVICE OFFERINGS

10.2 MILEAGE CHARGES

10.2.2 Off-Premises Extension Line Service

A. General

An extension station is an additional station connected on the same circuit as the main station and having the same number as the main station.

B. Conditions

1. Off-premises extension stations may be furnished subject to the following conditions:

   a. May be located on the premise of another customer and restricted to answering incoming calls only, provided the other has his own separate service at the same location.

   b. Business off-premises extension may be provided at a residence location of the same customer where residence main station service is also provided.

   c. Residence off-premises extension may be provided at a business location of the same customer where business main station service is also provided.

   d. Mileage charges when applicable will be based upon the route mileage between the locations of the main and extension stations.

   e. Off-premises extension may be restricted to answering incoming calls only.

2. In certain instances, where equipment restrictions dictate, the number of extension stations provided with bells may be limited.

C. Rates

Extension Mileage	Monthly Rate
Different Premise, Same Listing	
- per 1st ¼ mile or fraction thereof	2.00
- each additional ¼ mile or fraction thereof	1.00

MISCELLANEOUS SERVICE OFFERINGS

10.3 RESERVED

10.4 SCREENING/RESTRICTION SERVICES

10.4.1 Toll Restriction

A. General

1. Toll Restriction denies the local exchange user access to the long distance telecommunications network while permitting the user access to the local exchange network.

2. International Toll Blocking prevents calls to 011+ and 101XXXX numbers outside the North American Numbering Plan and 900/976 numbers.

B. Rules and Regulations

The customer accepts full responsibility for the denial of access to the long distance telecommunications network and for the restriction on acceptance of any incoming "collect" long distance messages. The customer indemnifies and holds harmless the Company from any and all claims, losses and damages caused by this restriction and the customers' long distance calling.

C. Rates and Charges

The following rates are in addition to regular charges for class and grade of service furnished. Service Ordering charges as specified in Section 3 will apply for the installation of Toll Restriction Service.

Restriction Description	Monthly Rate
Toll Restriction	$1.50
International Toll Blocking	0.00

10.4.2 Reserved

10.4.3 Reserved

10.4.4 Reserved

MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

10.4.5 Selective Class of Call Screening Service

A. General

Selective class of Call Screening enables a customer, by means of telephone company operator identification, to restrict outgoing calls from service point to only calls which are charged to the called telephone, a third number, or a Telephone Company Calling Card account.

All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service and Public emergency service numbers such as 911 will be permitted from the establishment.

This service is available only where service components permit.

B. Rates and Charges

Appropriate service charges as specified in Section 3 apply in addition to the following rates and charges.

	Monthly Rate	Installation Charge
Per system	$53.00	$340.00

10.4.6 Reserved

10.4.7 Reserved

MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

10.4.8 900 Call Restriction

A. General

1. 900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from 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.

2. 900 Call Restriction will be provided in conjunction only with business and residence 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. 900 Call Restriction will be provided on residential lines, including churches, schools, and charitable organizations at no charge. Business lines equipped with 900 Call Restriction will be charged $11.50 non-recurring installation charges on a per line basis.

2. The above charges apply in addition to the established rates and charges for the services with which the service is associated.

C. Conditions

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

2. Non-payment of 900 call charges will not alone be cause to disconnect local exchange service.

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

MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

10.5.1 Reserved

10.5.2 Special Billing Numbers
(Available only in CenturyTel of Mountain Home, Inc. and CenturyTel of Arkansas, Inc. exchanges)

A. General

1. Special Billing Numbers in the form of a calling card, may be provided to customers or non-customers for the purpose of placing toll calls and associating the billing of such calls to a particular person, department or station without identifying a specific telephone number.

2. Appropriate toll charges will be applicable.

B. Rates

Applicable Service Connection Charges will apply as set forth in Section 3.

	Monthly Rate
1 - 5 numbers	$0.50
6 - 50 numbers	2.50

MISCELLANEOUS SERVICE OFFERINGS

10.6 RESERVED

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

10.7.1 Caller Identification Blocking – Per Call (a.k.a. Selective Block)

Enables customers to prevent delivery of their name and number on a per call basis by activating the appropriate code prior to placing a call. Caller ID (Per Call) Blocking is provided at no charge, to customers who are served from appropriately equipped central offices.

Caller ID (Per Call) Blocking is not available with Payphone Service or PBX service without direct trunk access.

10.7.2 Caller Identification Blocking – Per Line (a.k.a. Complete Block)

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 pre-assigned 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.

10.7.3 Monthly Rates

Caller Identification Blocking	Monthly Rates	
	Business	Residence
Per Call	$0.00	$0.00
Per Line (available only to law enforcement agencies and private domestic violence intervention agencies)	0.00	N/A

10.8 NETWORK CONNECTING ARRANGEMENTS

10.8.1 IMPAIRED HEARING EQUIPMENT (Not available in Redfield exchange)

The equipment listed below is designed with an extra sensitive receiver primarily for use by the hard of hearing. The following rates and charges apply in addition to rates and charges applicable to the class and grade of service furnishes.

Applicable Service Connection Charges as specified in Section 3 also apply in addition to the following rates and charges.

	Monthly Rate	Installation or Move Charge
Impaired Hearing Device	$0.75	$ 5.00

MISCELLANEOUS SERVICE OFFERINGS

10.9 RESERVED

10.10 RESERVED

10.11 OTHER MISCELLANEOUS SERVICES

10.11.1 Reserved

10.11.2 Reserved

10.11.3 N11 Abbreviated Dialing Codes Service (Not available in Redfield)

A. Description

1. 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.

2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, 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

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

2. 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.

3. 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.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions (Cont'd)

4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this *Local Terms of Service*.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

6. 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.

7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Arkansas Public Service Commission.

8. 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.

9. 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.

10. N11 will be provided under the following conditions:

a. 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.

b. 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.

c. 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.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions

10. N11 will be provided under the following conditions: (Cont'd)

d. Suspension of N11 Service is not allowed.

e. 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.

f. 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.

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.

b. 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.

c. 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.

d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff/local terms of service, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions (Cont'd)

12. 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.

13. 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.

14. 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.

C. 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

10.12 RESERVED

MISCELLANEOUS SERVICE OFFERINGS

10.13 CALL LINE IDENTIFIER

10.13.1 Description

See Brightspeed Local Terms of Service: CALL LINE IDENTIFIER (see 1.1.C. for URL) for applicable terms and conditions.

10.13.2 Rates

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	$46.00	$108.00
Renewal, Each	20.00	41.00

10.14 CALLED LINE IDENTIFICATION (A.K.A. CALL TRAP) - Redfield Only

10.14.1 General

A. Requests for Called Line Identification must be made through the proper law enforcement agency. Upon authorization from the law enforcement agency the Company will attempt to provide the source of the malicious call.

B. The Company does not guarantee the tracing of any call.

C. The Company will report its finding only to a proper law enforcement agency.

10.14.2 Company Procedure

A. Calls will be traced during normal telephone company business office hours upon availability of central office technicians.

B. Beyond Company Procedure for Customer Convenience, $25.00 per hour for the first hour or fraction thereof, and $25.00 per hour each additional hour or fraction thereof.

10.14.3 Rates

Set Up Charge, and first day,	$25.00 [1]
Each additional day, or fraction thereof	1.00

10.14.4 Conditions

Called Line Identification will be provided for a maximum of thirty (30) days, per request.

[1] No other Service Connection Charges are applicable.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELECOMMUNICATIONS SERVICES PRIORITY

10.15.1 Description

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.

10.15.2 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.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

10.15.3 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.

10.15.4 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.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

10.15.5 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.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELECOMMUNICATIONS SERVICES PRIORITY

10.15.6 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.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

10.15.7 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 *Local Terms of Service* 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

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).

- 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

RESERVED

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES

12.1.1 Analog Services

A. Intraexchange Private Lines and Equipment

1. Circuit Rental

Local Loop Rental - Miscellaneous including Local Private Line, Private Line Voice Teletype (Not TWX), Metering or Control Channels.

a. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

b. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles treated as full 1/4 miles, for each two-point segment of distance.

c. Charges per cable pair:

	Monthly Rate	Installation Charge
First 1/4 mile		
- Redfield	B-1	[1]
- All Other Exchanges	$3.00	[1]
Each additional 1/4 mile	1.00	
For each terminated segment where segments are permanently tied together, combined mileage applies.		

[1] Applicable Service Connection charges will apply as set forth in Section 3.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES

12.1.1 Analog Services (Cont'd)

B. Interexchange Private Lines and Equipment

1. Except as specified in 2. following for CenturyTel of South Arkansas, Inc., the issuing and concurring carriers of this *Local Terms of Service* concur with Part 15, Section 2 of the AT&T Arkansas Guidebook (a.k.a. Southwestern Bell Telephone company), together with amendments and successive issues, for the purpose of providing private line services and channels between the Company's service area and other areas within the Arkansas intrastate intraLATA jurisdiction.

2. CenturyTel of South Arkansas, Inc. Exchanges Only

The charges and rates below shall apply to all voice grade interexchange facilities other than Foreign Exchange Service which is covered elsewhere in this *Local Terms of Service*.

a. A monthly charge of $3.00 per airline mile, or fraction thereof, shall apply on inter- exchange mileage between the central offices involved.

b. A terminal arrangement charge of $10.00 per month shall apply for each interexchange channel.

c. A non-recurring charge of $15.00 shall apply on the installation of interexchange channels.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange

1. Dedicated Digital Data Service [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only] [1] (C)

a. General

(1) Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a Telephone Company's serving wire center.

(2) A Digital Data Channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2, 56.0, or 64.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides a synchronous service with time provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

b. Regulations

(1) In addition to the following, appropriate regulation established in other tariffs and/or Local Terms of Service of the company will apply to Dedicated Digital Data Service.

(2) The minimum billing for Dedicated Digital Data Service is one month.

(3) The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.

(4) As a result of any interface or technical change required of the Company due to FCC rule, the Company shall not be liable if changes in any of the equipment, operations or procedures of the company utilized in the provision of Dedicated Digital Data Service, render any customer premises equipment provided by a customer obsolete or require modification or alternation of such equipment or systems or otherwise affect its use or performance.

(5) The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

[1] **Effective November 4, 2021, Dedicated Digital Data Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.** (N) (N)

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange

1. Dedicated Digital Data Service [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only] [1] (Cont'd) (C)

c. Rates and Charges

	Nonrecurring Charge	Monthly Rate	
Channel Termination [2] per termination	--	 $62.70	(T)
Channel Mileage Facility [2] per airline mile 2.4, 4.8, 9.6, 19.2 Kbps 56 Kbps, 64 Kbps	--	 2.42 4.83	(T)
Installation, per circuit	$221.00	--	
Bridging	--	7.85	

[1] **Effective November 4, 2021, Dedicated Digital Data Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.** (N) (N)

[2] Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a let to the customer designated premises.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange (Cont'd)

2. High Capacity Service (a.k.a. DS1 Service) [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only]

a. General

High Capacity Service consists of Two-Point digital channels and equipment which provides for simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

- two customer premises or
- a customer premises and the central office

b. Regulations

(1) The regulations specified herein are in addition to the applicable regulations specified in this *Local Terms of Service* and/or other company tariffs or catalogs.

(2) When service is terminated by the customer, or by the Telephone Company for any reason for which it may terminate such service under the provisions of this *Local Terms of Service*, prior to the expiration of the initial contract period, the following termination charges apply in addition to all charges due for the service which has been furnished.

(a) Contract Period of One Month

In the case of services for which the initial contract period is one month, the termination charges will be charges due for the unexpired portion of a twelve-month period.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange (Cont'd)

2. High Capacity Service (a.k.a. DS1 Service) [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only]

b. Regulations

(2) When service is terminated … (Cont'd)

(b) Availability of Service

(i) High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.

(ii) same building or continuous property on a cost incurred basis.

(c) Provision of Service

(i) High Capacity Service is available only on a two-point basis.

(ii) Performance Criteria - High Capacity service is designed to provide an average performance of at least 95% error free seconds of transmission measured over a continuous 24-hour period.

(d) Customer Signal Parameters

All signals generated by customer terminal equipment must meet the signal and format constraints described in Bell System Technical Reference Publication 43801 dated November, 1982, Bell System Technical Reference Publication Reference Publication 41451 dated January, 1983 and in Bell System Technical Reference Publication 62411 dated September, 1983.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange

2. High Capacity Service (a.k.a. DS1 Service) [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only] (Cont'd)

c. Service Functions

(1) Channelization

(a) Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the channelization equipment located on their premises, the equipment must be provided by the customer.

(b) The Telephone Company will provide channelization equipment at the central office when the customer desires two-point premises to central office or central office to central office services.

(c) Telephone Company provided central office channelization equipment provides service for up to 24 voice grade channels.

(2) Channel Plug-Ins

One channel plug-in is required for each channel termination in the channelization equipment.

PRIVATE LINE SERVICES

12.1 INTRALATA PRIVATE LINE SERVICES (Cont'd)

12.1.2 Digital Services

A. Intraexchange Digital Services

2. High Capacity Service (a.k.a. DS1 Service) [CenturyTel of Arkansas, Inc. and CenturyTel of Mountain Home, Inc. Exchanges Only] [1] (Cont'd) (C)

d. Rates and Charges

The following rates and charges apply for High Capacity Service in addition to the rates and charges for any associated service(s).

		Monthly Rate	Nonrecurring Charge
(1)	Channel Termination, Per Termination	$176.25	$232.00
(2)	Channel Mileage		
	Channel Mileage Facility Per Mile	19.46	
(3)	Optional Multiplexing Per Arrangement [1]		(C)
	• DS1 to Voice	183.12	
	• DS1 to DSO	183.12	
	• DSO to Sub-rates		
	- Up to 20 2.4Kbps	398.30	
	- Up to 10 4.8Kbps	287.90	
	- Up to 5 9.6Kbps	251.15	

B. Interexchange Digital Services

The Company concurs with Part 15, Section 3 of the AT&T Arkansas Guidebook (a.k.a. Southwestern Bell Telephone company), together with amendments and successive issues, for the purpose of providing private line services and channels between the Company's service area and other areas within the Arkansas intrastate intraLATA jurisdiction.

12.2 INTERLATA PRIVATE LINE SERVICES – Reserved

[1] **Effective November 4, 2021, Fractional DS1 (Sub-DS1) service is grandfathered. Availability to current customers is limited to circuits in service at existing locations.** (N) (N)

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES INSIDE WIRE

13.1.1 Customer-Installed Premise Wire

A. Premise inside wire and jacks associated with residence and business line exchange access service will be provided by the customer.

B. Premises inside wire provided by the customer is connected to exchange access service at the protector or the standard network interface as such devices are commonly known within the industry.

C. The protector or standard network interface is provided as part of the exchange access service provided by the Company at no additional monthly rate and will be installed at a location determined by the Company which is accessible to the customer.

D. The customer assumes the risk of loss of service, damage to property or death to or injury to the customer or anyone acting on behalf of the customer when the customer provides, maintains, or attempts to provide or maintain inside wire.

E. The Company will promptly notify the customer when the service difficulty or trouble results from customer-provided inside wire or jacks.

13.2 TROUBLE ISOLATION CHARGE (A.K.A. MAINTENANCE OF SERVICE CHARGE)

13.2.1 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**. (T) (T)

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. (N) (N)

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. (T) (T)

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 CUSTOMER PREMISES INSIDE WIRE

13.2 TROUBLE ISOLATION CHARGE (A.K.A. MAINTENANCE OF SERVICE CHARGE) (CONT'D)

13.2.2 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)

13.3 MAINTENANCE PLANS

13.3.1 Inside Wire Maintenance Plans (a.k.a. Inside Wire Protection)

A. General

See Brightspeed WIRELINE PROTECTION AGREEMENT for applicable terms and conditions for business and residence inside wire maintenance plans.

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
Business, Per Line	15.00

INTEGRATED SERVICES DIGITAL NETWORK

14.1 RESERVED

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI) **-GRANDFATHERED** [1] (C)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.1 General Description

A. 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.

B. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.

C. For customers requesting ADS-BRI in a Foreign Serving Office, rates found in Section XI of this *Local Terms of Service* apply in addition to ADS rates.

D. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

E. 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.

14.2.2 Service Descriptions

A. 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.

1. Standard Circuit Switched Voice Service Features

a. 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.

b. 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.

c. 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.

[1] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

A. Circuit Switched Voice Service per "B" Channel

1. Standard Circuit Switched Voice Service Features (Cont'd)

d. Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.

e. 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.

f. Denied Origination - allows call terminations but prevents the origination of a call.

g. Denied Termination - allows call origination but prevents the termination of a call.

h. 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.

(1) 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.

(2) 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.

(3) 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

A. Circuit Switched Voice Service per "B" Channel

1. Standard Circuit Switched Voice Service Features (Cont'd)

i. 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.

j. 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.

k. 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.

2. Optional Circuit Switched Voice Features

a. 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.

b. 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

A. Circuit Switched Voice Service per "B" Channel

2. Optional Circuit Switched Voice Features (Cont'd)

c. 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 elsewhere in this document.

d. 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 elsewhere in this document.

e. 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 elsewhere in this document.

f. 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 the Advanced Custom Calling Services section of this document.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

A. Circuit Switched Voice Service per "B" Channel

2. Optional Circuit Switched Voice Features (Cont'd)

g. 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.

h. 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.

i. Repeat Dialing - 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 elsewhere in this document.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

A. Circuit Switched Voice Service per "B" Channel

2. Optional Circuit Switched Voice Features (Cont'd)

j. 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.

k. 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.

l. 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 elsewhere in this document.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions (Cont'd)

B. 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.

1. Standard Circuit Switched Data Service Features

a. 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.

b. 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.

c. Denied Origination - allows call terminations but prevents the origination of a call.

d. Denied Termination - allows call origination but prevents the termination of a call.

e. 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.2 Service Descriptions

B. Circuit Switched Data Service Per "B" Channel (Cont'd)

2. Optional Circuit Switched Data Service Features

a. 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.

b. 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 elsewhere in this document.

c. 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 elsewhere in this document.

d. 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 elsewhere in this document.

C. 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI) (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.3 Regulations

A. Provision of Service

1. 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 team or both. (These notes and charges will be determined on an individual case basis)

Distance Extension Charges as set forth in 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.

2. Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.

3. The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

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 this Local Terms of Service.

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.3 Regulations (Cont'd)

E. Payment for Service

1. Monthly or Contract - ADS-BRI is offered under a monthly plan.

2. Temporary Suspension of Service - Temporary Suspension of Service is not offered with ADS-BRI.

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.

14.2.4 Application of Charges and Rates

A. Circuit Switched Voice calls will be subject to Extended Community Calling charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Local Terms of Service, if applicable.

B. 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 *Local Terms of Service*.

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI) **-GRANDFATHERED** [1] (C)
(Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.5 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.

A. OPTION 1: Service Element

		Install Charge	Month to Month		
			Res	Bus	
1.	Advanced Digital Service, Basic Rate Access Line	$50.00	$15.31	$27.20	
2.	Circuit Switched Voice Service, Per "B" Channel	15.00	12.42	13.00	
3.	Circuit Switched Data Service, Per "B" Channel	15.00	12.42 [2] plus usage	13.00	(T)
4.	Alternate Circuit Switched Voice Service/Circuit Switched Data Service, Per "B" Channel	15.00	13.42 [2] plus usage	14.00	(T)

[1] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

[2] Local Usage - Per minute of use after 30 hours. (T)
Voice Calls - N/A & Data Calls $.04

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI) **-GRANDFATHERED** [1] (C)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.5 Charges and Rates (Cont'd)

B. OPTION 2: Unlimited Usage

	Monthly Charge
1. Unlimited usage (offered only after two (2) channels are subscribed to)	$95.00
2. A customer's BRI equipped lines will be either all Measured Usage or all Unlimited Usage Service	

	Install Charge	
C. Rearrangements Charges (Additions, Deletions and Changes) for:		
Circuit Switched Voice Service, Per Customer Request	[2]	(T)
Circuit Switched Data Service, Per Customer Request	[2]	(T)

[1] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

[2] Service Charges as in Section 3 of this document. (T)

INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS (BASIC RATE INTERFACE/BRI) **-GRANDFATHERED** [1] (C)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

14.2.5 Charges and Rates (Cont'd)

D.

Optional Service Feature	Install Charge	Month to Month	
		Residence	Business
Additional Call Offering	$5.00	$2.50	$2.50
Additional Multiple Call Appearance, each	5.00	2.00	2.50
Intercom Calling	5.00	2.00	2.00
Message Waiting Indicator, each	5.00	3.00	3.00
Secondary Telephone Numbers, each	5.00	2.00	2.00
Station Controlled Conference - 6 Port	5.00	4.50	4.50

E.

Distance Extension Charge	Install Charge	Month to Month
	N/A	$25.00

[1] **Effective May 1, 2025, ADS-BRI Basic Rate Interface (BRI) is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N) (N)

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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).

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 Terms and Conditions set forth in Section 2 of this Local Terms of Service.

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 4 of this Local Terms of Service.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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 2 is not available for ISDN-PRI Business Service.

5. Service Charges specified in Section 3 of this *Local Terms of Service* 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 *Local Terms of Service*.

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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 Section 14.3.1.G.1., 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.

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

B. Regulations (Cont'd)

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.

14. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section 5 of this *Local Terms of Service*.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

B. Regulations (Cont'd)

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 ISDN-PRI 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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 *Local Terms of Service*.

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.

INTEGRATED SERVICES DIGITAL NETWORK

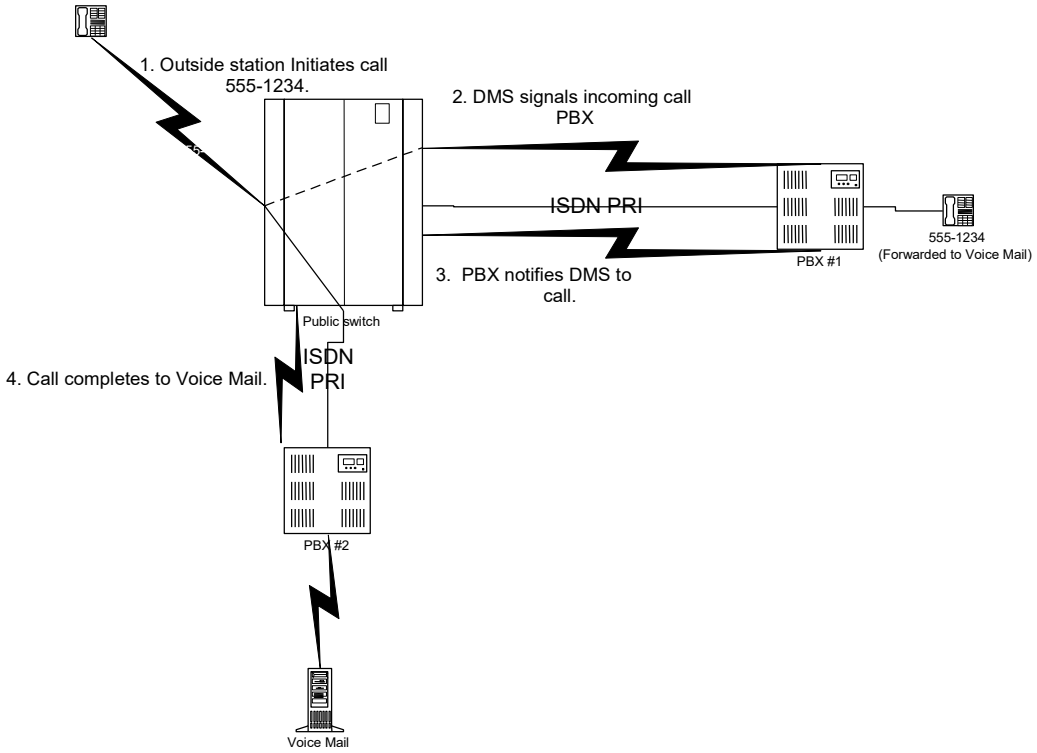
14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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.



INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

D. Features

2. Optional Features (Cont'd)

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.

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.

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.

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

D. Features

2. Optional Features (Cont'd)

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 10.7 of this *Local Terms of Service*.

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.

Optional Calling Plan - An Optional Calling Plan is available in certain exchanges.

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

E. Service Components

1. Each ISDN-PRI Business Service arrangement consists of the following functional components: (Cont'd)

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.

c. 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.

(1) Voice calls may be completed to both ISDN and non-ISDN lines.

(2) 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.

(3) 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.

2. Each Primary Rate Access Line may be active with a corresponding number of services (i.e., inward/outward trunks) 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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 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.

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 service interoffice channel, as specified in Section VI 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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

G. Rates and Charges

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 [1])
Month-to-month (6 mo. Min.)	$703.55	$650.00	$0.00
One Year	693.55	450.00	0.00

b. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B + D and 24-B)4

Month-to-month (6 mo. Min.)	703.55	650.00	0.00
One Year	693.55	450.00	0.00

[1] Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

G. Rates and Charges (Cont'd)

2. Optional Features

		Monthly Rate	Nonrecurring Charge
a.	D-Channel Backup [1] each channel	$ 130.00	$20.00
b.	Network Ring Again Per Primary Rate Interface [2] (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		
	-Redfield Exchange	75.00	0.00
	-All Other Exchanges	100.00	0.00
e.	2 B-Channel Transfer [2] Per Primary Rate Interface	35.00	100.00
f.	Circular Hunt [2] Per Primary Rate Interface	25.00	100.00
g.	National ISDN-2 Protocol [2] Per Primary Rate Interface	0.00	0.00
h.	E911 Call Screening [2] Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

[1] Available only to customers subscribing to more than one Primary Rate Interface.
[2] Certain equipment restrictions apply.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

G. Rates and Charges (Cont'd)

	Monthly Rate	Nonrecurring Charge
3. Optional Feature Packages		
Premium Package [1] Includes National ISDN-2 Protocol [2], E911 Call Screening [2], Incoming Call Identification (Caller ID Name and Number), Call-by-Call/Integrated Service Access Feature Capability, and 2 B-Channel Transfer [2] 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. This 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 3.

[1] Only available for customers whose ISDN-PRI Service arrangements include a Two-Way Primary Rate Interface under a Term Discount Plan.

[2] Certain equipment restrictions apply.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

G. Rates and Charges

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

(1) 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

(2) Premises Visit Charge, per ISDN-PRI Business Service arrangement 125.00

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

G. Rates and Charges

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 rates in this *Local Terms of Service*. 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 or *Local Terms of Service* 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.

- 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.

MISCELLANEOUS SWITCHED DIGITAL EXCHANGE SERVICE OFFERINGS

15.1 SWITCHED DATA SERVICE
[Not available in CenturyTel of South Arkansas, Inc. exchanges Dodge City and Junction City]

15.1.1 General

A. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the customer location and a suitably equipped end office via two wire customer loops. Switched Data Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and serving central office.

B. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.

C. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

15.1.2 Regulations

A. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.

B. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.

C. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.

D. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.

E. Switched Data Service is not available for resale of service.

F. Switched Data Service is offered on a tone signaling basis only.

MISCELLANEOUS SWITCHED DIGITAL EXCHANGE SERVICE OFFERINGS

15.1 SWITCHED DATA SERVICE

15.1.2 Regulations (Cont'd)

G. Vacation Service is not available for Switched Data Service.

H. The minimum billing period for Switched Data Service is one month.

I. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

15.1.3 Rates and Charges

A. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 3 applies.

Line Connection Charge	$50.00

B. Monthly Rates

Switched Data Line	$45.00
Local Usage per minute	$0.0392

C. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.

PROMOTIONS

16.1 SPECIAL PROMOTIONS

See Brightspeed Local Terms of Service: PROMOTIONS for currently available promotions.

16.2 RESERVED

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Residence Customer Referral Program

Existing residence customers may be eligible for a one-time $50.00 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 $50.00 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 $600.00 in referral credits per calendar year.

New residence customers may be eligible for a $10.00 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 $10.00 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.

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS (Cont'd)

16.3.2 $5/$10 Bill Credit

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.

RESERVED

RESERVED

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

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 Frame Relay Service covered by that Term Discount Plan until the expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.1 Service Description

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56/64 [1] Kbps, 128 Kbps, 256 Kbps, 384 Kbps, DS1, or DS3 using Permanent Virtual Circuits (PVCs).

Clear Channel Capability is available as set forth in the National Exchange Carrier Association tariff FCC 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.

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.

[1] Upon request and where available.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.2 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 the National Exchange Carrier Association Tariff FCC No. 5. The Frame Relay UNI and NNI Port Only offerings are provided for digital special access line connections to the network supporting Frame Relay Service. Channel Terminations are available from the National Exchange Carrier Association Tariff FCC No. 5.

PVCs are provisioned on either 56/64 Kbps, 128 Kbps, 256 Kbps, 384 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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.2 Service Provisioning (Cont'd)

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.

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.

19.1.3 Obligations of the Telephone Company

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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations

A. 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 in this document. 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.

B. Rate Elements

1. 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 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.

2. 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 digital private line connection 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 the National Exchange Carrier Association Tariff FCC No. 5.

3. 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 special access line and special transport, if applicable, offered in the National Exchange Carrier Association Tariff FCC No. 5.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations

B. Rate Elements (Cont'd)

4 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.

5. Frame Relay CIR-PVC

A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR 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.

6. 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.

7. 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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations (Cont'd)

C. Rate Application

A customer may access Frame Relay Service via a Frame Relay Access Line or via Telephone Company provided digital access facilities offered in the National Exchange Carrier Association Tariff FCC 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 29(F)(1)(b) or 29(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 29(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.

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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations (Cont'd)

D. Optional Payment Plan (OPP)

1. General

a. The terms and conditions specified herein are applicable to Frame Relay Service and are in addition to other regulations as specified in this *Local Terms of Service*.

b. 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. Digital special access lines and additional features are available at their tariffed rates and regulations, as set forth in the National Exchange Carrier Association Access Tariff FCC No. 5

c. Frame Relay OPP rates will not be greater than standard month-to-month Frame Relay rates, for the same rate elements.

d. 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.

e. Payment periods of one year, three year, and five year are available to all customers at the applicable rates set forth in this document regardless of when they subscribe to an OPP arrangement. Rate elements must be ordered under the same OPP period.

f. The customer must designate on the order the payment period for the OPP.

g. Inside moves, provided in accordance with this *Local Terms of Service* will not incur termination liability charges.

h. Outside moves, provided in accordance with this *Local Terms of Service* 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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations

D. Optional Payment Plan (OPP) (Cont'd)

2. 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.

3. Renewal Options

a. 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.

b. 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.

c. 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.

4. 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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations

D. Optional Payment Plan (OPP) (Cont'd)

5. 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 National Exchange Carrier Association Access Tariff FCC No. 5 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.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.4 Rate Regulations

D. Optional Payment Plan (OPP) (Cont'd)

6. 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.

7. 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.

8. 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 with 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

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY (Cont'd)
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.5 Rates and Charges

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.

A. Standard Arrangements

1. Frame Relay UNI Port and Access Line, each

Speed	Nonrecurring Charge	Monthly Rate
56/64 Kbps [1]	$295.00	$110.00
128 Kbps	395.00	300.00
256 Kbps	395.00	330.00
384 Kbps	395.00	365.00
DS1 Service	395.00	530.00

2. Frame Relay UNI Port Only, each[2]

Speed	Nonrecurring Charge	Monthly Rate
56/64 Kbps [1]	$ 80.00	$ 45.00
128 Kbps	150.00	80.00
256 Kbps	150.00	115.00
384 Kbps	150.00	160.00
DS1 Service	395.00	300.00
DS3 Service	395.00	1,180.00

3. Frame Relay Private NNI Port Only, each[2]

Speed	Nonrecurring Charge	Monthly Rate
56/64 Kbps [1]	$ 55.00	$ 30.00
128 Kbps	95.00	45.00
256 Kbps	95.00	65.00
384 Kbps	95.00	78.00
DS1 Service	295.00	180.00
DS3 Service	595.00	800.00

[1] Upon request and where available.

[2] Refer to Section7 of National Exchange Carrier Association Tariff F.C.C. No. 5 for the appropriate Special Access Line and Transport Rate.

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.5 Rates and Charges

A. Standard Arrangements (Cont'd)

4. Frame Relay Public NNI, based on CIR

Speed	Nonrecurring Charge	Monthly Rate
1-32 Kbps		$20.00
33-64 Kbps		25.00
65-96 Kbps		30.00
97-128 Kbps		35.00
129-192 Kbps		40.00
193-256 Kbps		50.00
257-320 Kbps		55.00
321-384 Kbps		60.00
385-512 Kbps		70.00
513-768 Kbps		80.00
769-1152 Kbps	$20.00	90.00
1153-1536 Kbps		105.00
1537-4000 Kbps		135.00
4001-10,000 Kbps		290.00
10,001-15,000 Kbps		410.00
15,001-20,000 Kbps		510.00
20,001-25,000 Kbps		610.00
25,001 – 30,000 Kbps		700.00
30,001-35,000 Kbps		775.00
35,001-40,000 Kbps		875.00
40,001-45,000 Kbps		975.00

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.5 Rates and Charges

A. Standard Arrangements (Cont'd)

5. Frame Relay Permanent Virtual Circuit CIR Capacity, each

Based on CIR Requested

Speed	Monthly Rate	Express PVC-1 Monthly Rate	Express PVC-2 Monthly Rate
1-32 Kbps	$ 8.00	$ 10.00	$ 8.80
33-64 Kbps	15.00	18.75	16.50
65-96 Kbps	22.00	27.50	24.20
97-128 Kbps	27.00	33.75	29.70
129-192 Kbps	36.00	45.00	39.60
193-256 Kbps	42.00	52.50	46.20
257-320 Kbps	48.00	60.00	52.80
321-384 Kbps	54.00	67.50	59.40
385-512 Kbps	60.00	75.00	66.00
513-768 Kbps	70.00	87.50	77.00
769-1152 Kbps	80.00	100.00	88.00
1153-1536 Kbps	90.00	112.50	99.00
1537-4000 Kbps	120.00	150.00	132.00
4001-10,000 Kbps	250.00	312.50	275.00
10,001-15,000 Kbps	330.00	412.50	363.00
15,001-20,000 Kbps	410.00	512.50	451.00
20,001-25,000 Kbps	490.00	612.50	539.00
25,001 – 30,000 Kbps	570.00	712.50	627.00
30,001-35,000 Kbps	650.00	812.50	715.00
35,001-40,000 Kbps	730.00	912.50	803.00
40,001-45,000 Kbps	800.00	1,000.00	880.00

	Nonrecurring Charge	Monthly Rate
6. Burst Size B(e)		
250 Kbps	N/A	$2.00
1 Mbps	N/A	5.00
7. Subsequent Order Charge [CIR, B(e)]	$20.00	N/A

ADVANCED COMMUNICATIONS SERVICES

19.1 FRAME RELAY
[Not available in CenturyTel of South Arkansas, Inc. exchanges]

19.1.5 Rates and Charges (Cont'd)

B. Optional Payment Plan (OPP)

1. Frame Relay UNI Port and Access Line, each

Speed	Nonrecurring Charge	One Year Monthly Rate	Three Year Monthly Rate	Five Year Monthly Rate
56/64 Kbps [1]	$ 295.00	$ 105.00	$ 95.00	$ 85.00
128 Kbps	395.00	270.00	248.00	240.00
256 Kbps	395.00	295.00	277.00	260.00
384 Kbps	395.00	345.00	335.00	320.00
DS1 Service	395.00	510.00	490.00	470.00

2. Frame Relay UNI Port Only, each [2]

Speed	Nonrecurring Charge	One Year Monthly Rate	Three Year Monthly Rate	Five Year Monthly Rate
56/64 Kbps [1]	$ 80.00	$ 43.00	$ 41.00	$ 38.00
128 Kbps	150.00	75.00	70.00	68.00
256 Kbps	150.00	110.00	105.00	100.00
384 Kbps	150.00	150.00	140.00	130.00
DS1 Service	395.00	285.00	265.00	2,450.00
DS3 Service	395.00	1,140.00	1,090.00	1,050.00

3. Frame Relay Private NNI Port Only, each [2]

Speed	Nonrecurring Charge	One Year Monthly Rate	Three Year Monthly Rate	Five Year Monthly Rate
56/64 Kbps [1]	$ 55.00	$ 27.00	$ 23.00	$ 20.00
128 Kbps	95.00	40.00	35.00	30.00
256 Kbps	95.00	60.00	55.00	50.00
384 Kbps	95.00	75.00	72.00	69.00
DS1 Service	295.00	170.00	160.00	150.00
DS3 Service	595.00	750.00	725.00	700.00

[1] Upon request and where available.

[2] Refer to the National Exchange Carrier Association Access Tariff FCC No. 5 Special Access Line rate and transport charge.

FACILITIES FOR RADIO CARRIERS

20.1 INTERCONNECTION

20.1.1 Customer Provided Mobile Telephone and Paging Networks
[Available in CenturyTel of Mountain Home, Inc and CenturyTel of Arkansas, Inc.]

A. This section applies to Mobile Telephone Service and Personal Automatic Paging not furnished by CenturyTel of Mountain Home, Inc.

Customer having their own Paging or Mobile Telephone Network will be issued telephone numbers in lots of 20 at the rates shown below. All applicable trunk charges will apply to the numbers which are in use or terminated into a switching system.

B. Rates

	Monthly Rate	Installation
Groups of 20 working or Reserved telephone numbers issued	$40.00	$100.00

All applicable service connection charges or any other applicable charges in this *Local Terms of Service* will be imposed.

ACCESS SERVICES CONCURRENCE

21.1 INTRASTATE ACCESS

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. The Company's Carrier Common Line Access Service rates are listed in the CenturyTel of Mountain Home, Inc. Intrastate Access Service Catalog, as found at: Tariff library | Brightspeed

B. The Company provides Intrastate Access Services for Traffic Sensitive, Special Access and other Miscellaneous Services from its Intrastate Access Service Catalog, previously filed in Docket 86-160-U, approved October 31, 1988, Order 41, and as amended thereafter.

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.