TITLE PAGE

OF

KENTUCKY LOCAL EXCHANGE SERVICES TARIFF

OF

**TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE**

This tariff, filed with the Kentucky Public Service Commission,
contains the rates, terms, and conditions applicable to
Local Exchange Telephone Services within the State of Kentucky
offered by Telecom Management, Inc. d/b/a Pioneer Telephone

**ISSUED:** September 14, 2006 **EFFECTIVE:**

**ISSUED BY:** Kevin Photiades, Regulatory Manager
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## CHECK SHEET

All sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

| SHEET | REVISION | SHEET | REVISION |
|---|---|---|---|
| 1 | Original | 25 | Original |
| 2 | Original | 26 | Original |
| 3 | Original | 27 | Original |
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## TARIFF FORMAT

A. Sheet Numbering - Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff.

B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4th Revised Sheet 34 cancels 3rd Revised Sheet 34.

C. Paragraph Numbering Sequence - There are various levels of alphanumeric paragraph coding. Each level of coding is subservient to its next higher level of coding.

2.
2.1.
2.1.1.
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a)

D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current sheet on file with the Commission.



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## APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of local exchange service by Telecom Management, Inc. d/b/a Pioneer Telephone within the State of Kentucky and subject to the jurisdiction of the Kentucky Public Service Commission.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the customer's location to a switching center or point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Carrier or Company** - Whenever used in this tariff, "Carrier" or "Company" refers to Telecom Management, Inc. d/b/a Pioneer Telephone, unless otherwise specified or clearly indicated by the context.

**Commission** - Kentucky Public Service Commission.

**Customer** - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

**Exchange Access Line** - The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. Exchange access lines are subject to non-recurring charges, as specified in Section 4 of this tariff.

**ILEC** - The incumbent Local Exchange Carrier.

**LEC** - Local Exchange Company.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT.

**Local Exchange Services** - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

**Resold Local Exchange Service** - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

**Station-to-Station Calling** - A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-person basis. Automated Calling Card calls are not Operator-station calls. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

**Person-to-Person Calling** - An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.



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## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

The Company services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. The Company may offer these services over its own or resold facilities.

The Company installs, operates, and maintains the communications services provided herein under in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

### 2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the provisions of this tariff, or in violation of the law.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

**2.2 Limitations, cont.**

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.4 All facilities provided under this tariff are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to any assignee or transferee.

**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

**2.4 Liabilities of the Company**

2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

**2.4 Liabilities of Company, cont.**

2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.5 Deposits

Applicants or Customers whose financial condition is unknown or unacceptable to Carrier may be required to pay a deposit. If actual usage data is available for the customer at the same or similar premises, the deposit amount shall be calculated using the customer's average bill for the most recent twelve (12) month period. If actual usage data is not available, the deposit amount shall be based on the average bills of similar customers and premises in the system, not to exceed to two (2) month's actual or estimated usage. If customer fails to pay for service or equipment, the deposit will be applied to the outstanding balance. If, at any time, Carrier feels that the customer has established satisfactory credit, the Carrier will refund the amount of the deposit. In any event, deposits or remaining balance thereof will be returned upon termination of service.

Interest will accrue on customer deposits held by the company in accordance with 807 KAR 5:006, Section 7(c)(6).

### 2.6 Advance Payments

Recurring Charges: Customers not required to make a deposit may be required to provide advance payment to the Company, in an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month.

Non-Recurring Charges: The Company reserves the right to require pre-payment of applicable non-recurring charges. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

**2.7 Taxes**

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.8 Equipment**

2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her remises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.8.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company. offers shall not be used for any purpose other than that for which the Company provided it.



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**SECTION 2 - RULES AND REGULATIONS, CONT.**

2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

2.8.6 Upon reasonable notification to the Customer and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

### 2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Kentucky Public Service Commission.

The Company's billing invoices will be considered correct and binding upon the Customer if no notice is received from the Customer within forty-five (45) days of the date of the invoice. (Billing inquiries may be made in writing, in person, or via telephone.) Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate. Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice. If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Kentucky Public Service Commission for final resolution.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.11 Late Payment Charge

The Company will assess a late payment charge equal to 1.5% for any past due balance that exceeds thirty days. A late payment penalty may be assessed only once on any bill for rendered services, and shall not be assessed on prior late charges.

### 2.12 Cancellation by Customer

Customer may cancel service by providing oral or written notice to the Company.

### 2.13 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

### 2.14 Refusal or Discontinuance by Company

The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given proper notification in accordance with 807 KAR 5:006 Section 14 to comply with any rule or remedy any deficiency:



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## SECTION 2 - RULES AND REGULATIONS, CONT.

2.14.1 For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.

2.14.2 For use of telephone service for any other property or purpose than that described in the application.

2.14.3 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

2.14.4 For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission, provided ten days written notice is given before termination.

2.14.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without seven days written notice to the Customer, except in extreme cases.

2.14.6 Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.



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**SECTION 2 - RULES AND REGULATIONS, CONT.**

2.14.7 Without notice in the event of tampering with the equipment or services owned by the Company or its agents. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

2.14.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

2.14.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

**2.15 Inspection, Testing, and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to tile Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.16 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation tees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission regarding specific promotions and contests.

### 2.17 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications Systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Carrier including accounting fees, but not including attorney fees. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

### 2.19 Returned Check Charges

A fee of $20.00, or five percent of the amount of the check, which ever is greater, may be charged for each check returned for insufficient funds.

### 2.20 Service Implementation

Absent a promotional offering, service implementation or installation charges will apply to new service orders or to orders to change existing service for the services listed in Section 3.

### 2.21 Reconnection Charge

A reconnection fee of $30.00 will be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged.

### 2.22 Operator Service Rules

The Company will enforce the operator service rules specified by the Commission and by the FCC.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.23 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

### 2.24 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. The Company should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

### 2.25 Directory Listings

2.25.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.

2.25.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to the use of telephone service.



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**SECTION 2 - RULES AND REGULATIONS, CONT.**

2.25.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as result of the publication of such listings in the directories.

2.25.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.

2.25.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.

2.25.6 Generally, the listed address is the location of the subscriber's place of business or residence.

2.25.7 Liability of the Company due to directory errors and omissions is as specified in Section 2 of this tariff.

2.25.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.26 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. All special construction and/or service agreements will be in writing and filed with the Commission. Special construction is construction undertaken:

A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;

B) of a type other than that which the Company would "normally" utilize in the furnishing of its services;

C) over a route other than that which the Company would normally utilize in the furnishing of its services;

D) in a quantity greater than that which the Company would normally construct;

E) on an expedited basis;

F) on a temporary basis until permanent facilities are available;

G) involving abnormal costs; or

H) in advance of its normal construction.



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## SECTION 2 - RULES AND REGULATIONS, CONT.

### 2.27 Universal Emergency Telephone Number Service (911, E911)

2.27.1 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.

2.27.2 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding toan emergency call in progress.

2.27.3 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

2.27.4 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, tire, 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 similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.



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**SECTION 2 - RULES AND REGULATIONS, CONT.**

**2.27 Universal Emergency Telephone Number Service (911, E911)** (continued)

2.27.5 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by 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 customer or others. Under the terms of this tariff; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of 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 911 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 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

**2.28 <u>Customer Complaint Procedure</u>**

Carrier will resolve any disputes brought to its attention as promptly and effectively as possible. Customer Service Representatives can be reached by dialing the toll free number set forth on all bills. (Toll Free: 1-888-492-6878.)

Any unresolved disputes may be directed to the attention of the Kentucky Public Service Commission,211 Sower Boulevard, P.O. Box 615, Frankfort, KY 40602 or toll free by dialing 1-800-772-4636.

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill and notify the Company of the disputed portion.



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## SECTION 3 - DESCRIPTION OF SERVICE

### 3.1 Local Service Areas

The Company's service area will mirror that of BellSouth within the State of Kentucky.

### 3.2 Timing of Calls - Usage-Sensitive Products

3.2.1. Usage charges for usage-sensitive products are based on the actual usage of the Company network. The Company will determine that a call has been established by signal from the local telephone Company.

3.2.1. Minimum billed call duration and billing increments differ from product to product. Product specific information is included in Section 4 of the Rate Schedules.

3.2.1. Usage is measured and rounded to the next higher billing increment for billing purposes.

3.2.1. There is no usage-based billing applied for incomplete calls.



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## SECTION 3 - DESCRIPTION OF SERVICE

### 3.3 Service Offerings

#### 3.3.1 Residential Service

Residence Service provides the Customer with a single, voice-grade, DTMF communications channel. Each Local Line will include a telephone number, as well as access to the services specified. Residence Service is that service furnished in:

1. Private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupational use;

2. In the study of a clergyman located in a church;

3. In a college fraternity or sorority house, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

#### 3.3.2 Business Services

The Company's Business Services are offered for local calling using the facilities of the Company's authorized underlying Local Exchange Carrier(s). The Company's Business Services are offered primarily to the following:

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

2. Offices of hotels, boarding houses, apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries, churches, and other institutions; and

3. Services terminating solely on the secretarial facilities of a telephone answering bureau.



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## SECTION 3 - DESCRIPTION OF SERVICE, CONT.

**3.3 Service Offerings, cont.**

**3.3.3 Directory Listings**

For each Customer of Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings at an additional charge.

**3.3.5 Directory Assistance**

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.
A credit will be given for calls to Directory Assistance when: (1) the Customer experiences poor transmission or is cut-off during the call; (2) the Customer is given an incorrect telephone number; or (3) the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company of the problem experienced.

**3.3.6 Extended and Expanded Area Calling Services**

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. The Customer is billed per call according to the duration of the call. The Company will mirror all existing extended and expanded calling areas the ILEC currently has in place for facilities-based or resold services.



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## SECTION 4 - RATES

### 4.1 Residential Local Exchange Service Rates

#### 4.1.1 Line Cost, Connections and Features

##### 4.1.1.A Flat Rate Service

| | MRC |
|---|---|
| Rate Group 1 (0-13,800 lines) | $10.95 |
| Rate Group 2 (13,801 - 25,100 lines) | $11.72 |
| Rate Group 3 (25,101 - 45,500 lines) | $12.32 |
| Rate Group 4 (45,501 - 200,800 lines) | $12.91 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $15.80 |

##### 4.1.1.B Monthly Recurring Charge Measured Rate Service

Monthly usage allowance is $5.00.

| | MRC Low Usage | MRC Standard Usage |
|---|---|---|
| Rate Group 1 (0-13,800 lines) | $5.93 | $8.44 |
| Rate Group 2 (13,801 - 25,100 lines) | $6.30 | $9.02 |
| Rate Group 3 (25,101 - 45,500 lines) | $6.60 | $9.47 |
| Rate Group 4 (45,501 - 200,800 lines) | $6.90 | $9.91 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $8.34 | $12.07 |

##### 4.1.1.C Measured Rate Local Usage

(1) Day Rates

8:00 a.m. to, but not including 5:00 p.m., Monday through Friday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.036 | $0.018 |
| Band B (1-10 miles limited LCA) | $0.036 | $0.018 |
| Band C (> 10 miles limited LCA) | $0.054 | $0.036 |



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SECTION 4 - RATES

**4.1 Residential Local Exchange Service Rates (continued)**

**4.1.1.C Measured Rate Local Usage** (contd.)

(2) Evening Rates

5:00 p.m. to, but not including 11:00 p.m., Monday through Friday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.0234 | $0.0117 |
| Band B (1-10 miles limited LCA) | $0.0234 | $0.0117 |
| Band C (> 10 miles limited LCA) | $0.0351 | $0.0234 |

(3) Night/Weekend Rates

11:00 p.m. to, but not including 8:00 a.m., Monday through Friday, and all times Saturday and Sunday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.0144 | $0.0072 |
| Band B (1-10 miles limited LCA) | $0.0144 | $0.0072 |
| Band C (> 10 miles limited LCA) | $0.0216 | $0.0144 |

**4.1.1.D Optional Features**

| | NRC | MRC |
|---|---|---|
| Call Forwarding Variable | $13.50 | $3.24 |
| Three-way Calling [1] | $13.50 | $3.24 |
| Call Waiting | $13.50 | $3.29 |
| Speed Dialing - 8 code | $13.50 | $3.24 |
| Speed Dialing - 30 code | $13.50 | $3.69 |
| Call Forward Busy Line | $13.50 | $0.90 |
| Call Forward Don't Answer | $13.50 | $0.90 |

[1] Three way calling also available on a $0.75 per use basis.



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SECTION 4 - RATES

**4.1 Residential Local Exchange Service Rates (continued)**

**4.1.1.D Optional Features** (contd.)

| | NRC | MRC |
|---|---|---|
| Customer Control - CF Busy Line | $13. 50 | $2.70 |
| Customer Control - CF Don't Answer | $13.50 | $2.70 |
| Call Forwarding Busy Line Multipath [2] | $13.50 | $1.80 |
| Call Forwarding Don't Answer Multipath [2] | $13.50 | $1.80 |
| Call Forwarding Variable Multipath | $13.50 | $2.70 |
| Remote Access - Call Forwarding Variable | $13.50 | $5.40 |
| Call Waiting Deluxe [3] | $13.50 | $5.40 |
| Call Forwarding Don't Answer - Ring Control | $13.50 | $0.90 |
| Three Way Calling With Transfer [4] | $13.50 | $4.46 |
| Flexible Call Forwarding (FCF) | $13.50 | $4.50 |
| FCF with Audio Calling Name | $13.50 | $6.30 |
| FCF - Plus | $13.50 | $6.30 |
| FCF Plus with Audio Calling Name | $13.50 | $8.10 |
| Star 98 Access | $13.50 | $0.90 |
| Remote Call Forwarding (RCF) | $13.05 | $16.65 |
| RCF additional path following initial installation | $10.80 | $16.65 |
| Distinctive Ring I | $13.50 | $3.56 |
| Distinctive Ring II | $13.50 | $5.36 |

[2] Rates for Multipath features apply for each path in excess of ten paths and are in addition to rates for Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer.

[3] Caller ID rates also apply.

[4] Local or toll charges apply for originator of call even after exiting call.



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**4.1 Residential Local Exchange Service Rates (continued)**

**4.1.1.E CLASS Features**

| | NRC | MRC |
|---|---|---|
| Call Return | $13.50 | $3.96 |
| Repeat Dialing | $13.50 | $3.78 |
| BusyConnect, per activation | $0.75 | |
| Call Selector | $13.50 | $3.78 |
| Preferred Call Forwarding | $13.50 | $3.78 |
| Call Block | $13.50 | $3.78 |
| Call Trace | $13.50 | $3.78 |
| Caller ID - Basic | $13.50 | $6.30 |
| Caller ID - Deluxe | $13.50 | $6.75 |
| Anonymous Call Rejection (ACR) | n/a | $2.97 |

**4.1.1.F Complete Package**

Complete Package provides unlimited use of specific features with a flat rate access line. Service Charges do not apply for transactions involving only additions, deletions or changes to service/features requested as part of this service. Access line installation charges apply.

| | MRC |
|---|---|
| Per Line | $30.15 |
| Per Two-Line Plan package | $59.85 |
| Per Three-Line Plan package | $87.75 |



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**4.1 Residential Local Exchange Service Rates** (contd.)

**4.1.1.G Line Connection Charges**

| | NRC |
|---|---|
| First Line, per request | $37.80 |
| Additional Line, each | $13.50 |

**4.1.1.H Line Change Charge**

| | NRC |
|---|---|
| First Line, per request | $31.50 |
| Additional Line, each | $10.80 |

**4.1.1.I Secondary Service Charge**

Applies per customer request for the receiving, recording and processing of customer requests to change services or add new or additional services.

Per request $13.50



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**4.1 Residential Local Exchange Service Rates** (contd.)

**4.1.1.J. TouchTone**

No charge.

**4.1.1.K Premise Work Charge**

| | NRC |
|---|---|
| First 15 minute or fraction thereof | $27.00 |
| Each Additional 15 minute increment or fraction | $12.60 |

**4.1.1.L. Toll Restriction**

Provides blocking of 1+, 101XXXX, 976, 900 and screening information to prevent operator assisted calls from being billed to subscriber's line.

| | NRC | MRC |
|---|---|---|
| Selective Class of Call Screening per line | $13.50 | $1.13 |

**4.2.1.M Directory Listings**

Non-recurring charge applies to customer requested changes in directory listings, except for changing from non-published/non-listed to a listed number.

| | NRC | MRC |
|---|---|---|
| Non-listed | $13.50 | $1.64 |
| Non-Published | $13.50 | $3.15 |
| Additional Listings | $13.50 | $1.08 |



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SECTION 4 - RATES

## 4.2 Business Local Exchange Service Rates

Customers signing a 1 year term contract qualify for a 10% discount off of the rates stated in this section.

### 4.2.1 Line Costs, Connections and Features

#### 4.2.1.A Flat Rate Service

| | MRC |
|---|---|
| Rate Group 1 (0-13,800 lines) | $28.80 |
| Rate Group 2 (13,801 - 25,100 lines) | $29.61 |
| Rate Group 3 (25,101 - 45,500 lines) | $29.61 |
| Rate Group 4 (45,501 - 200,800 lines) | $29.61 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $29.61 |

#### 4.21.B Measured Rate Service

Monthly usage allowance is $7.50.

| | MRC |
|---|---|
| Rate Group 1 (0-13,800 lines) | $20.85 |
| Rate Group 2 (13,801 - 25,100 lines) | $22.97 |
| Rate Group 3 (25,101 - 45,500 lines) | $24.77 |
| Rate Group 4 (45,501 - 200,800 lines) | $26.51 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $32.24 |

#### 4.2.1.C Measured Rate Local Usage

(1) Day Rates

8:00 a.m. to, but not including 5:00 p.m., Monday through Friday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.036 | $0.018 |
| Band B (1-10 miles limited LCA) | $0.036 | $0.018 |
| Band C (> 10 miles limited LCA) | $0.054 | $0.036 |



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.C Measured Rate Local Usage** (contd.)

(2) Evening Rates

5:00 p.m. to, but not including 11:00 p.m., Monday through Friday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.0234 | $0.0117 |
| Band B (1-10 miles limited LCA) | $0.0234 | $0.0117 |
| Band C (> 10 miles limited LCA) | $0.0351 | $0.0234 |

(3) Night/Weekend Rates

11:00 p.m. to, but not including 8:00 a.m., Monday through Friday, and all times Saturday and Sunday.

| | 1st Minute | Addtl Minute |
|---|---|---|
| Band A (0 miles) | $0.0144 | $0.0072 |
| Band B (1-10 miles limited LCA) | $0.0144 | $0.0072 |
| Band C (> 10 miles limited LCA) | $0.0216 | $0.0144 |



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.D PBX Trunks**

(1) Flat Rate Service

Combination, Inward or Outward Only.

| | MRC |
|---|---|
| Rate Group 1 (0-13,800 lines) | $28.80 |
| Rate Group 2 (13,801 - 25,100 lines) | $29.61 |
| Rate Group 3 (25,101 - 45,500 lines) | $29.61 |
| Rate Group 4 (45,501 - 200,800 lines) | $29.61 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $29.61 |

(2) Measured Rate Service

| | MRC |
|---|---|
| Rate Group 1 (0-13,800 lines) | $20.85 |
| Rate Group 2 (13,801 - 25,100 lines) | $22.97 |
| Rate Group 3 (25,101 - 45,500 lines) | $24.77 |
| Rate Group 4 (45,501 - 200,800 lines) | $26.51 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $32.24 |

(3) Measured Rate Local Usage

See Section 4.2.1.C above for usage rates.



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.E. Direct Inward Dialing (DID)**

| | NRC | MRC |
|---|---|---|
| Each group of 20 working numbers | $432.00 | $3.06 |
| Each group of 20 reserved numbers | $432.00 | $3.06 |
| Each non-consecutive DID number | $1.35 | $0.15 |
| Each reserved non-consecutive DID number | $1.35 | $0.15 |
| Multifrequency Pulsing Option | $0.00 | $6.75 |
| Dual Tone Multifrequency Pulsing Option | $0.00 | $6.75 |
| Automatic Intercept Service, per number | $14.40 | $0.00 |

**4.2.1.F DID Trunk Termination**

| | NRC | MRC |
|---|---|---|
| Each Trunk | $45.00 | $23.40 |
| Each combination trunk with call transfer | $225.00 | $40.50 |

**4.2.1.G Grouping/Hunting Service**

| | NRC | MRC |
|---|---|---|
| Rate Group 1 (0-13,800 lines) | $18.00 | $10.80 |
| Rate Group 2 (13,801 - 25,100 lines) | $18.00 | $10.13 |
| Rate Group 3 (25,101 - 45,500 lines) | $18.00 | $9.45 |
| Rate Group 4 (45,501 - 200,800 lines) | $18.00 | $9.00 |
| Rate Group 5 (200,801 - 1,191,800 lines) | $18.00 | $5.13 |



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.H Optional Features**

| | NRC | MRC |
|---|---|---|
| Call Forwarding Variable | $18.00 | $3.96 |
| Three-way Calling [5] | $18.00 | $3.96 |
| Call Waiting | $18.00 | $3.96 |
| Speed Dialing - 8 code | $18.00 | $3.96 |
| Speed Dialing - 30 code | $18.00 | $4.95 |
| Call Forward Busy Line | $18.00 | $3.47 |
| Call Forward Don't Answer | $18.00 | $3.47 |
| Customer Control - CF Busy Line | $18.00 | $6.66 |
| Customer Control - CF Don't Answer | $18.00 | $6.30 |
| Call Forwarding Busy Line Multipath [6] | $18.00 | $3.20 |
| Call Forwarding Don't Answer Multipath [2] | $18.00 | $3.20 |
| Call Forwarding Variable Multipath | $18.00 | $3.20 |
| Remote Access - Call Forwarding Variable | $18.00 | $8.42 |
| Call Waiting Deluxe | n/a | n/a |
| Call Forwarding Don't Answer - Ring Control | $18.00 | $3.47 |
| Three Way Calling With Transfer [7] | $18.00 | $5.40 |
| Flexible Call Forwarding (FCF) | $18.00 | $8.91 |
| FCF with Audio Calling Name | $18.00 | $9.90 |
| FCF - Plus | n/a | n/a |
| FCF Plus with Audio Calling Name | n/a | n/a |
| Star 98 Access | $18.00 | $1.80 |
| Remote Call Forwarding (RCF) | $13.05 | $16.65 |
| RCF additional path following initial installation | $10.80 | $16.65 |
| Distinctive Ring I | $18.00 | $7.20 |
| Distinctive Ring II | $18.00 | $9.00 |

[5] Three way calling also available on a $0.75 per use basis.

[6] Rates for Multipath features apply for each path in excess of ten paths and are in addition to rates for Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer.

[7] Local or toll charges apply for originator of call even after exiting call.



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.I CLASS Features**

| | NRC | MRC |
|---|---|---|
| Call Return | $18.00 | $4.68 |
| Repeat Dialing | $18.00 | $4.46 |
| BusyConnect, per activation | $0.75 | |
| Call Selector | $18.00 | $4.46 |
| Preferred Call Forwarding | $18.00 | $4.46 |
| Call Block | $18.00 | $4.46 |
| Call Trace | $18.00 | $4.95 |
| Caller ID - Basic | $18.00 | $8.15 |
| Caller ID - Deluxe | $18.00 | $9.00 |
| Anonymous Call Rejection (ACR) | n/a | $3.96 |
| Enhanced Caller ID with ACR | $18.00 | $14.36 |
| Enhanced Caller ID with Call Management | $18.00 | $15.26 |

**4.2.1.J Complete Package**

Complete Package provides unlimited use of specific features with a flat rate access line. Service Charges do not apply for transactions involving only additions, deletions or changes to service/features requested as part of this service. Access Line Installation charges apply.

(1) Option 1

| | MRC |
|---|---|
| Per Line | $72.90 |
| Per Two-Line Plan package | $135.00 |
| Per Three-Line Plan package | $195.30 |

(2) Option 2

| | MRC |
|---|---|
| Per Line | $50.40 |
| Per Two-Line Plan package | $90.00 |
| Per Three-Line Plan package | $127.80 |



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.K Line Connection Charges**

| | NRC |
|---|---|
| First Line, per request | $65.70 |
| Additional Line, each | $19.80 |

**4.2.1.L Line Change Charge**

| | NRC |
|---|---|
| First Line, per request | $43.20 |
| Additional Line, each | $12.60 |

**4.2.1.M Secondary Service Charge**

Applies per customer request for the receiving, recording and processing of customer requests to change services or add new or additional services.

Per request $18.00



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**4.2 Business Local Exchange Service Rates** (contd.)

**4.2.1.N TouchTone**

Applies when added subsequent to establishment of service.

| NRC | MRC |
|---|---|
| $18.00 | $2.70 |

**4.2.1.O Premise Work Charge**

| | NRC |
|---|---|
| First 15 minute or fraction thereof | $27.00 |
| Each Additional 15 minute increment or fraction | $12.60 |

**4.2.1.P Toll Restriction**

Provides blocking of 1+, 101XXXX, 976, 900 and screening information to prevent operator assisted calls from being billed to subscriber's line.

| | NRC | MRC |
|---|---|---|
| Selective Class of Call Screening | | |
| per line | $18.00 | $1.13 |
| per PBX trunk | $18.00 | $7.38 |

**4.2.1.Q Directory Listings**

Non-recurring charge applies to customer requested changes in directory listings, except for changing from non-published/non-listed to a listed number.

| | NRC | MRC |
|---|---|---|
| Non-listed | $18.00 | $1.64 |
| Non-Published | $18.00 | $3.15 |
| Additional Listings | $18.00 | $1.62 |



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SECTION 4 - RATES

**4.3 Local Line Charges (per local line)**

**4.3.1 Local Number Portability**

| | MRC |
|---|---|
| Per Line | $0.35 |
| Per Trunk | $3.15 |

**4.4 Kentucky Lifeline Charge:**

$0.05 per access line per month.

**4.5 Kentucky Relay Service Surcharge:**

$0.10 per access line per month.

**4.6 Reconnection Charge**

$30.00 per occurrence.



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## 4.7 IntraLATA MTS/OSP/Calling Card Rates

### 4.7.1 Rates Per Minute

(1) Peak Rates:
7:00 a.m. to, but not including 7:00 p.m., Monday through Friday.

| | BUSINESS | | RESIDENTIAL | |
|---|---|---|---|---|
| | 1st Min. | Ea. Added Min. | 1st Min. | Ea. Added Min. |
| 0-10 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 11-16 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 17-22 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 23-30 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 31-40 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 41-55 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 56-70 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 71-85 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 86-100 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 101-124 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 125-148 miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |
| 149 + miles | $0.22410 | $0.22410 | $0.18000 | $0.18000 |

(2) Off-Peak Rates:
7:00 p.m. to, but not including 7:00 a.m., Monday through Friday, and all times Saturday and Sunday.

| | BUSINESS | | RESIDENTIAL | |
|---|---|---|---|---|
| | 1st Min. | Ea. Added Min. | 1st Min. | Ea. Added Min. |
| 0-10 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 11-16 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 17-22 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 23-30 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 31-40 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 41-55 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 56-70 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 71-85 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 86-100 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 101-124 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 125-148 miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |
| 149 + miles | $0.16808 | $0.16808 | $0.10800 | $0.10800 |



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**4.7 IntraLATA MTS/OSP/Calling Card Rates** (contd.)

**4.7.2 Local and Toll Operator Service Charges**

| | Per Call |
|---|---|
| Station-to-Station | |
| - Customer Dialed Calling Card | $0.80 |
| - Operator Assisted | $2.25 |
| Person-to-Person | $4.90 |
| Operator Dialed Surcharge | $0.80 |
| Partially Automated Surcharge | $0.50 |
| Busy Line Verification | $1.04 |
| Bsuy Line Interrupt | $1.54 |

**4.8 Local Director Assistance**

| | Per Call |
|---|---|
| Within LCA for originating line | |
| Direct Dialed | $0.33 |
| Operator assistance surcharge | $0.30 |
| Outside LCA and LATA/NPA for orig. line | |
| Direct Dialed | $0.85 |
| Operator assistance surcharge | $0.30 |



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## SECTION 5 - SPECIAL SERVICE ARRANGEMENTS

### 5.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. Rates will be offered to the Customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Commission for approval.



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## SECTION 6 - BILLING CONTENTS

### 6.1 Billing Contents

The Company's customer bills will contain the following information:

1. Name and address of Company
   - Address for Correspondence
   - Address for Remittance
2. Customer Service/Billing Inquiry toll-free telephone number
3. Name and address of Customer
4. Bill Date
5. Payment Due Date
6. All Account Numbers
7. Invoice Number
8. Summary of Charges
9. Detail of Charges



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