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Certain terms used generally throughout this tariff are defined below.

Access Line: Denotes the line between the service Central Office and the demarcation point at the Subscriber's premises.

Accessories: Devices that are mechanically attached to, or used with, the facilities furnished by the Company and that are independent of and not electrically, acoustically or inductively connected to the communications path of the telecommunications system.

Additional Listing: Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

Advance Payment: Part or all of a payment required before the start of service.

Answering Service Lines: Lines of patrons of a telephone answering service which terminate in the telephone answering facilities on the premises of the answering service so as to permit the answering service attendant to answer incoming calls on such lines.

Applicant: A person, firm, partnership, corporation, etc., requesting service from the Company.

Authorized Protecting Connecting Module "Protector": A unit provided by the Company for the interconnection between customer-provided equipment and Company's facilities that provides a level of protection to the Company equipment and facilities.

Authorized User: A person, firm or entity other than the customer who may communicate over the services of the customer.

Automatic Number Identification ("ANI"): Allows the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party subscriber. The primary purpose of ANI is to allow for billing of toll calls.

Auxiliary Line: An additional individual line main station used for one-way (inward to the subscriber) service.

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Base Rate: A schedule rate for any form of exchange service or equipment that does not include mileage charges.

Base Rate Area: A specific area within an exchange service area as defined by Company Tariffs within which service is furnished at a uniform rate without additional mileage charges.

Basic Telephone Service: For the purpose of establishing rate and charges, basic telephone service is 1,2, or 4 party business or residential local line service. Instrumentation supplied for basic telephone service are those instruments offered where no additional recurring charges apply.

Basic Termination Charge: See Termination Charge.

Bit: The smallest unit of information in the binary system of notation.

Building (Same): A structure under one roof or two or more structures under separate roofs but connected by enclosed passageways in which wires or cables of the company can be safely run provided, however, that the plant facilities are comparable to what would be required if the buildings were under one roof. Should the plant facilities for multiple buildings not be comparable then the term "same building" will apply to each individual structure.

Business Service: Telecommunications service provided a customer where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature.

Call: An attempted or completed communication.

Cancellation Charge: A charge under certain conditions when an application for service is cancelled prior to the completion of work involved.

Central Office: A switching unit in a telephone system that provides service to the general public that has the necessary equipment and arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in an exchange.

Central Office Line: See "Exchange Line"

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Certificate: A certificate of Public Convenience and Necessity issued by the Commission of Telephone Utilities.

Channel: A path for communications between two or more utility offices furnished in such a manner as the carrier may elect that may or may not be a single physical facility or route.

Circuit Measurement: See Route Measurement under Mileage Charges.

Class of Service: A description of telephone service furnished to a subscriber that describes the nature of the service provided. Such description may include the character of the service (residential or business), billing type (flat or usage variable), dialing method, etc.

Commission: The Kentucky Public Service Commission.

Communication Services: The Company's intrastate toll and local exchange switched telephone services.

Communications Systems: Communications Systems are channels or other facilities which are capable, when not connected to the telecommunications systems or two-way communications between customer-provided terminal equipment of company stations.

Company: North Central Telephone Cooperative, Inc., the issuer of this tariff.

Competitive Local Exchange Carrier (CLEC): Denotes any individual, partnership, association, joint-stock company, trust or corporation engaged in providing switched communications services in an exchange in competition with the incumbent local exchange provider.

Connecting Arrangement: The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

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Connecting Company: A telephone company operating one or more exchanges and with which telecommunications services are interchanged.

Construction Charge: a separate non-recurring charge made to compensate for the construction of facilities in excess of those contemplated under the rates quoted in the Company's Tariff.

Continuous Property: The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

Contract: The arrangement between the customer and Company whereby services and facilities are provided pursuant to the applicable provisions of the Tariff.

Cost: Refers to total material, contractor and labor expenses, including supervision and other overhead expenses, associated with specific work activities performed by the Company.

Customer or Subscriber: The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the Company's regulations.

Customer-Provided or Premise Equipment or Terminal Equipment: Devices, apparatus, accessories, and their associated wiring provided by the customer that are connected pursuant to the terms of this Tariff with the Company's network.

Customer Provided or Payphone Service Provider Public Telephones: A station equipped with a device for collecting money in payment of telephone messages.

Data Access Arrangement: A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement an arrangement to identify a central office line and protective facilities and procedures to assure proper operation of the telecommunications network.

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## DEFINITION OF TERMS

Demarcation Point: The point at which the Company's facilities end and customer owned and / or maintained facilities begin.

Dial Pulse ("DP"): The pulse type employed by rotary dial station sets.

Dial Switching Equipment: A unit of electro-mechanical or electronic or digital switching equipment used in a central office or in connection with a private branch exchange system.

DID Trunk: A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the company operator.

Direct Electrical Connection: A physical connection of the electrical conductors in the communications path.

Direct Inward Dial ("DID"): A service attribute that routes incoming calls directly to stations, bypassing a central answering point.

Direct Outward Dial ("DOD): A service attribute that allows individual station users to access and dial outside numbers directly.

Directory Listings: The publication in the Company's directory of information relative to a customer's telephone number, by which telephone users may ascertain the call number of a desired station.

1. Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches of different departments of the business.
2. Foreign 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.
3. Free Listing: A directory listing for which no specific charge is made.
4. Indented Listing: A directory listing indented under another listing.
5. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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Drop Wire: Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

Dual Tone Multi-Frequency ("DTMF"): The pulse type employed by tone dial station sets.

Duplex Service: Service that provides for simultaneous transmission in both directions.

Exchange: A determination established by the telephone utility for the administration of telecommunications service within a specific area to which a rate schedule applies.

Exchange Line: See "Network Access Line".

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Exchange Service: The general telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunications, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

1. Flat and Message Rate Service

   a. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
   b. Message Rate Service: A classification of non-coin box business exchange service that is charged for on the basis of amount of use.

2. Service Line Classifications

   a. Individual Line Service: A classification of exchange service that provides a connection between a single subscriber with the central office.
   b. Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
   c. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
   d. Pay Telephone Service: A classification of exchange service established under tariff provisions for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public and may be equipped with or without a coin box.

Exchange Service Area: The territory served by an exchange within which local telephone service is furnished at applicable exchange rates.

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Extended Area Service: A type of telephone service whereby customers of a given exchange may complete or receive calls without the application of long distance message charges, pursuant to tariff(s).

Extension Station: See Telephone Instrument.

Facilities: All property, means, and instruments owned, operated, leased, licensed, used, furnished, or supplied for, by or in connection with the rendition of telephone service.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Grade of Service: The term used in describing network access service with respect to the number of subscribers telephones which may be connected to a central office line.

Hunting: An arrangement whereby two or more lines furnished to a customer are assigned number in sequence and equipped so that calls to the first number are automatically completed to the first non-busy line in the sequence.

Initial Service Period: The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment.

Installation Charge: A separate, non-recurring charge applied for the provision of service in addition to service connection charges.

Intercepting Service: A service arrangement where a person calling a disconnected or discontinued telephone number is informed of the change.

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In Only: A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

Kbps: Kilobits per second, denotes thousands of bits per second.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Lifeline: The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers.

Link-Up / Link-Up Kentucky: Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers.

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Local Calling Area: An area within which telecommunications service is furnished under a specific schedule without long distance charges.

Local Channel: That portion of channel that connects a station to an interexchange channel or a channel connecting two or more stations within an exchange area.

Local Exchange Carrier ("LEC"): Denotes any individual, partnership, association, joint-stock company, trust or corporation engaged in providing switched communication within an exchange.

Local Exchange Service: Telecommunications service provided within local exchange service areas in accordance with the tariffs.

Local Message: A completed call between customer locations within the same exchange or local calling area.

Long Distance Message Service: The furnishing of facilities for telecommunication between persons in different local service areas in accordance with the regulations and system of charges specified in this tariff

1. Person-to-Person Call: a service whereby the person originating the call specified to the company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

2. Station-to-Station Call: A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX system which is reached directly rather than through a PBX attendant, or give only the name and address under which such a number is listed, and does not specify a particular person to be reached, nor a particular mobile telephone to be reached through a Miscellaneous Common Carrier attendant, nor a particular telephone, department, or office to be reached through a PBX or Centrex attendant.

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## DEFINITION OF TERMS

Mbps: Megabits, denotes millions of bits per second.

Message: A communication between two stations. Messages may be classified as follows:

1. Local Message: A communication between stations within the same local service area.
2. Toll Message: A communication between stations in different exchange areas for which a toll charge is made.

Mileage Charge: A charge applied for the use of all or part of a channel. Mileage charges are applied between specific points, per the tariff, and are measured on an airline measurement, i.e., point-to-point; or on route miles, i.e., the actual length of the circuit.

Minimum Contract Period: The minimum length of time for which a customer is obligated to pay for a service or facilities regardless of whether or not the service is retained by the customer for that minimum length of time.

Miscellaneous Common Carriers: carriers as defined by part 21 of FCC rules that are not engaged in the business of providing either a public landline message telephone or public message telegraph service.

Miscellaneous Equipment: Equipment furnished at additional charges associated with the various classes of subscriber service.

Mobile Telephone Service: A communication service provided by means of radio frequencies through land radio telephone base stations. Such communications can be between a landline and wireline telephone or between two wireline telephones.

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches or between telephone switches and PBX/key systems.

Network Access Line: A central office or exchange line, less instruments, to provide access to the local and national telecommunications network.

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New Subscriber: Applicants having no basic monthly service or those subscribers changing service premises.

Non-Listed Telephone: A subscriber who has the telephone number listing omitted from the telephone directory but listed in the directory assistance records, available from the directory assistance operator.

Non-Published Telephone: A subscriber who has the telephone number listing omitted from both the telephone directory and directory assistance records at the customer's request.

PBX Trunk: A network access line that terminates in a PBX switchboard or switching equipment.

Person: A corporation, company, person, partnership, firm, association or any cooperative, non-profit membership corporation or mutual association now or hereafter created.

Plant: Property necessary to provide service to the public as set forth in various fixed capital accounts of the Uniform System of Accounts in telephone companies.

Premises: The building or buildings together with the surrounding land at which service is provided that is not intersected by public corridor or the property of a farm operated as a single farm regardless of whether the property is intersected by a public corridor.

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Private Branch Exchange Service (PBX Service):

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

2. Line (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:

   a. Telephone Instruments
   b. Trunk: A network access line connecting a PBX system with a central office.
   c. Tie Line: A circuit connecting PBX switchboards.
   d. Trunk Termination: Equipment necessary to terminate each PBX trunk in the common switching equipment of a PBX system.
   e. Line Termination: Equipment required for the provision of each PBX number associated with expandable PABX system.

Private Line Service: Lines and equipment furnished between subscribers for the exchange of communications without the involvement of the company's exchange switching network.

Private Right-of-Way: A facility route granted to the Company over private property.

Rate Centers: Points upon which the airline distance for the determination of message toll telephone rates are based.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, that continue for the agreed upon duration of the service.

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Residential Service: Service furnished to customers where the actual or obvious use is for domestic purposes.

Service: The act or means of supplying communications to the public.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use. If the Customer refuses to accept service due to nonconformity of the service to standards agreed upon pursuant to the Service Order and this tariff, the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Connection Charge: A nonrecurring charge applied to the establishment of basic telephone service and the addition of certain subsequent additions to existing service.

Service Order: The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

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Subscriber: Any person, firm, partnership, corporation, municipality, cooperative, organization or governmental agency furnished communication service by the Company under the provisions and regulation of its tariff.

Suspension of Service: An arrangement made at the request of the customer, or initiated by the Company for violation of tariff regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises.

Switch: A unit of dial switching equipment that equipment that provides interconnection between lines or trunks.

Tariff: The rates, charges, rules and regulations adopted and filed by the Company and accepted by the Kentucky Public Service Commission.

Telephone Instrument: Any communication device, either owned and leased by the Company to the customer, or owned by the customer, that can be used, when connected to the Company's local network, for the purpose of transmitting and receiving information.

Telephone Number: A designation assigned to network access lines necessary for placing calls to the telephone or PBX for identification purposes.

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Temporary Disconnection: An arrangement whereby service is discontinued or suspended without terminating the contract or removing the telephone equipment.

Temporary Service: For the purpose of distinguishing between permanent and temporary service, temporary service is "any" service provided by the company which (1) does not fulfill the requirements of a minimum service contract, (2) would create an unusual expense for the Company caused by the short duration of service.

Termination Charge: A charge that applies for the discontinuance of an item of service or equipment prior to the expiration of the initial service period.

Tie-Trunk: A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus.

Toll Center: A telephone switching center at which the operations (manual or dial) function (message timing, switching, and recording) takes place in connection with the provision of toll

Toll Message: A communication between two stations in different exchanges for a toll charge may apply, pursuant to applicable tariffs.

Toll Rate: The initial period charge prescribed for toll messages usually based upon a minimum initial period and distance between exchanges.

Toll Service: That part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Tariff.

Trunk Line: A circuit over which a customer's messages are sent between two central offices or between a central office and a PBX system.

Two-Way: A service attribute that includes outward dial capabilities for outbound calls and can also be used carry inbound calls to a central point for further processing.

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## DEFINITION OF TERMS

Underground Service Connections: A customer drop wire that is run underground from a pole line or an underground distribution cable.

User or End User: A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

Utility Telephone: Any person, firm, partnership or corporation engaged in the business of furnishing telecommunication services to the public under the jurisdiction of the Kentucky Public Service Commission.

Wide Area Telephone Service (WATS): The furnishing of facilities for telephone communication between wide area service access line and other exchange and toll station telephones in the area prescribed in the tariff.

Wiring Plan: An arrangement of wiring for connecting primary and extension stations, PBX stations and intercommunicating stations.

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## GENERAL REGULATIONS (Cont'd)

B.1 Application of Regulations

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Kentucky by North Central Telephone Cooperative, hereinafter referred to as the "Company", subject to the jurisdiction of the Kentucky Public Service Commission. When service and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

B.2 Limitations and Use of Service

B.2.1 Use of Subscriber's Service

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1. Except as otherwise provided in this tariff, telephone equipment and facilities are furnished for the use of the following:
   a. the subscriber; or
   b. members of the subscriber's domestic establishment; or
   c. employees, agents or representatives of the subscriber; or
   d. patrons of hospitals or of hotels; or
   e. members of clubs at the specified club location; or
   f. students living in quarters furnished by schools, colleges or universities; or
   g. persons temporarily subleasing a subscriber's residential premises; or
   h. tenants living in retirement complexes.

2. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall be received by him from any other person, firm, or corporations for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a subscriber who is engaged as a communications common carrier for message telegraph communications, or to approved Sharing and Resale of Basic Local Exchange Service Subscribers, or customer provided public telephones.

## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.1 Use of Subscriber's Service (Cont'd)

3. In view of the fact that the subscriber has exclusive control of the subscriber's own communications over the facilities furnished to the subscriber by the Company, and of the other uses for which facilities may be furnished to the subscriber by the Company, and because of unavoidable errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the company are subject to the terms, conditions, and limitations herein specified.

B.2.2 Establishment of Identity

1. The calling party shall establish his identity in the course of any communications as often as may be necessary.

2. The calling party shall be solely responsible for establishing the identity of the person with whom connection is made at the called location.

B.2.3 Minimum Contract Period

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

2. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

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## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.4 Cancellation of Service

1. The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

   a. Abandonment of the Service;

   b. Failure of a subscriber to make suitable deposit as required by this Tariff;

   c. Impersonation of another with fraudulent intent;

   d. Use of service in such a way as to impair or interfere with the service of other subscribers such improper use includes, but is not limited to, the use of telephone service by a subscriber or with him permission in connections with a plan or attempt to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing obstructing, or delaying the telephone service of others.

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## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.4 Cancellation of Service (Cont'd)

1. (Cont'd)

e. Abuse or fraudulent use of service; such abuse or fraudulent use includes:

i. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service;

ii. The obtaining, or attempting to obtain, or assisting another to obtain long distance messages telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;

iii. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably expected to frighten or torment another;

iv. The use of profanity of obscene language;

v. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

f. Any other violation of the Company's regulations.

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## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.4 Cancellation of Service (Cont'd)

2. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profanity or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuse to cease and refrain from such practice or to prevent the same, such cancellation or discontinuance shall include the removal of company property from the customer's premises.

3. The Company may terminate the service and remove its equipment for non-payment of any sum due for exchange, long distance, or other services when the following requirements are met:

   a. Written notice shall be sent to the customer no sooner than 10 days after the original bill is sent out.
   b. The subscriber shall have a minimum of ten days to comply.
   c. The disconnection of service shall not be made before the twenty-first day after the original bill is sent out.
   d. Disconnection shall not occur on the preceding day of or on Saturday, Sunday and legal holidays.

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## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.5 Unauthorized Attachments or Connections

1. Except as provided by FCC regulations, no equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company whether physically, by induction or otherwise, except as provided in this tariff and under current FCC rules governing the application of and use of customer provided equipment. In case such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same,; or to suspend the service during the continuance of said attachments or connection or to terminate the service.

2. Where a maintenance or repair visit is made to the subscriber's premises and the difficulty or trouble report results from the sue of unauthorized attachments or connections, the "Maintenance of Service Charge" as specified in Section D of the Tariff shall be applied.

B.2.6 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversations during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this Tariff and other regulations as may apply.

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## GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.7 Recorded Public Announcements

1. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, or miscellaneous devices for recorded public announcements are subject to the following conditions:

2. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.

3. Private telephone numbers will not be furnished for use with recorded public announcements.

4. Failure to comply with the provisions of this Tariff shall be cause for termination of service.

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B.2.8 Limited Communication

The Company reserved the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

B.2.9 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between subscribers. If, because of transmission difficulties, the operator repeats messages in order to accommodate the subscriber, the operator will be deemed to be acting as an agent of the subscribers involved. No liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of such errors.

GENERAL REGULATIONS (Cont'd)

B.2 Limitations and Use of Service (Cont'd)

B.2.10 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose, Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

B.2.11 Access to Subscriber Premise for Inspections

The Company reserves the right to access of the subscribers premise and property to inspect facilities when the Company suspects that the subscriber is not using facilities as prescribed by this Tariff.

Should the subscriber refuse the Company its right to access after the Company has made reasonable efforts to arrange for a convenient time with the subscriber, the Company can at its sole option, disconnect the service of the subscriber.

There upon, the subscriber permits the Company to make its inspection after disconnection of service, and the facilities are found to be in conformance with the rules and regulations of this Tariff, the subscriber's service will be immediately restored.

B.2.12 Transmission Interference

The Customer, upon notification from the Company, will immediately shut down its transmission of signals if said transmission is causing interference to others.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service

B.3.1 Application for Service

1. The Company's business office personnel will accept applications for service in person, in writing, or over the phone pursuant to reasonable Company practices.

2. The Company reserves the right, within restriction of the Kentucky Public Service Commission, to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant seeking to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.2 Application of Residential Rates

Residential rates apply as follows:

1. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers of which furnish meals to less than ten boarders, provided business telephone directory listing are not furnished.

3. In the places of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer, does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of the group of persons, provided the office building. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listings of person not residing in the same household are desired, business rates apply.

4. Where the place of business and residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.3 Application of Business Rates

Business rates apply as follows:

1. In a residential location if the listing indicates a business or profession, unless otherwise provided in this Tariff;

2. In office buildings, stores, factories and all other places of a business nature;

3. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; in churches except when applied per Section B.3.2.

4. At any location when the listing, public advertising, or display of a business sign indicates a business, profession or office unless otherwise provided in this Tariff;

5. At any location where the substantial use of the service is occupational, rather than domestic.

6. At any location where the service includes an extension that is at a location where business rates apply unless the extension is restricted to incoming calls.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.4 Availability of Facilities

1. The Company's obligation to furnish service is dependent upon its ability to secure and retrain, without unreasonable expense, suitable facilities and rights for the provision of such service.

2. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.

3. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section E "Charges Applicable Under Special Conditions", except as otherwise specified.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.5 Subscriber Billing

1. The subscriber is responsible for the payment of all charges in conjunction with the service furnished to the subscriber including, but not limited to, toll charges that have been accepted at the subscriber's location.

2. Monthly recurring charges are billed in advance and usage-based charges are billed in arrears.

3. Special billing arrangements may be established for services provided to Government agencies.

4. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.

5. For billing purposes each month is presumed to have 30 days.

6. Retroactive billing adjustments will not be made for a period exceeding three years, unless sufficient proof is available to support an adjustment for a period exceeding three years.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.5 Subscriber Billing (Cont'd)

7. A late payment charge of 2.0 percent applies to each customer's bill for any undisputed amount from a previous month's bill when that amount has not been paid in full prior to the due date shown on the bill. State agencies subject to KRS 45.454 shall be assessed late payment charges in accordance with that statute. The late payment charge will not apply to unpaid late payment charges.

8. Billing of the Customer by the Company will begin on the Service Commencement Date. The Commencement Date is the first day following the date on which the Company notifies the Customer that the service or facility is available for use. The Service Commencement Date may be postponed by mutual agreement of the parties or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

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Issued By: F. Thomas Rowland
F. Thomas Rowland, Executive Vice President / General Manager

## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.6 Telephone Numbers

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

2. The Company reserves the right to change the subscriber's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.7 Transfer of Service Between Subscribers

Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation with the consent of the company and provided there is not lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for under the following condition:

a. If the new subscriber, fully understanding the regulations governing the service and the status of the account and willingly assumes all obligation thereunder, then future bills will be rendered to the new subscriber without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing.

b. Under transfer of service, the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given consent to its use, and then only when, in the judgement of the Company there exists no relationship, business or otherwise, between the old and new subscriber, and when in the judgement of the Company a change in the telephone number is not required.

c. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgement of the Company a change in the telephone number is not required.

d. The Company reserves the right to request written permission from the old subscriber to release the telephone number to another subscriber.

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GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.8 Floor Space, Electric Power and Operating at the Subscriber's Premises

1. The subscriber is responsible for the provision and maintenance at the subscriber's expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on the subscriber's premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.

2. Except as may be specified elsewhere in this Tariff, all operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

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B.3.9 Termination of Service

1. Termination of Service by the Company

a. Violation of any of the regulation contained in this Tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber.

b. When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.

c. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair any other service rendered to the public by the Company.

## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.9 Termination of Service

2. Termination of Service at the Subscriber's Request

a. Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

b. In the case of directory listings and shared tenant service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-user service, subject, however, to a minimum charge of one month:

i. The contract for the main service is terminated.
ii. The listed party or shared tenant becomes a subscriber to some class of exchange service.
iii. The listed party or joint-user moves to a new location.
iv. The listed party or joint-user dies.

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c. For PBX service or special equipment, the charges may be based on the individual circumstances in each case as agreed upon at the time of installation.

d. Contracts for periods of longer than the minimum period covering services whose installation required line extension may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscriber to the service effective on the day following termination by the original subscriber.

## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.10 Suspension of Business and Residential Service

1. General

a. Upon request, a subscriber to residence service may arrange for the temporary suspension of such service unless otherwise specified in other sections of this Tariff. Suspension of service is available on the subscriber's complete service or on such portion thereof as can be suspended.

b. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.

c. In Connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a party at which service is suspended may be referred to the call number of another party in the same or a distant exchange.

d. The charge for the total suspension period may be collected in advance.

e. There is no reduction in the charge for foreign central office line mileage and foreign exchange line mileage during the period of suspension.

f. In connection with service at a concession rate, the charge for service during the period of suspension is 50 percent of the rate regularly charged for service without concession, except in the case the concession is 50 percent or more, then the charge during the period of suspension is the rate regularly charged for the concession service.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.10 Suspension of Residential Service (Cont'd)

2. Application of Charges

The charge for Network Access Service during the period of suspension is 50 percent of the rate regularly charged, except as specified in B.3.10 preceding.

B.3.11 Equipment and Facilities – Provision and Ownership

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. This subscriber may be required to provide suitable housing or other protective measure where equipment is to be installed in location exposed to weather or other hazards. Commercial power will be furnished by the subscriber at the subscriber's premises through suitable outlets when required.

2. Except as provided by the FCC, no equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the company; whether physically, by induction, acoustically or otherwise; except as provided in this Tariff or as otherwise authorized in writing by the Company or authorized by FCC regulation. In case any such authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service. Subscribers connecting customer owned terminal equipment must notify the company and supply FCC administration number.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.11 Equipment and Facilities – Provision and Ownership (Cont'd)

3. The provisions of the preceding shall not be construed or applied to bar a subscriber from using devices with Company facilities as necessary for use of services provided any such device used does not:
   a. Endanger the safety of Company employees or the public;
   b. Damage, require change in or alternation of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff;
   c. Interfere with the proper functioning of Company equipment or facilities;
   d. Impair the operation of the communication system;
   e. Otherwise injure the public.

4. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, that are not used for resale, provided primarily to communicate with point located along a right-of-way (including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Company, may be connected with Private Branch Exchange instrument, or private line facilities furnished by the Company subject to the conditions stated in Section C.8.

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## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.12 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this Tariff, is borne by the Company, on company provided leased equipment. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original conditions.

B.3.13 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards to employees of the Company, or where accessibility is impracticable, the subscriber may be required to install and maintain the Company's equipment. All customer-provided equipment and facilities must be constructed and maintained in a manner satisfactory to the Company and in compliance with all regulations set forth in this Tariff. Failure by the Customer to comply with these requirements will result in disconnection of the service.

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B.3.14 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or arranging service is performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of the Customer's service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this Tariff, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

## GENERAL REGULATIONS (Cont'd)

B.3 Establishment and Furnishing of Service (Cont'd)

B.3.15 Resolution of Disputes

Upon receiving a complaint from a customer at the Company's office, either by telephone, in writing or in person, the Company will make a prompt and complete investigation and advise the complainant of its findings. A record of the complaint will be kept and show the name and address of the complainant, date and nature of the complaint, and the adjustment or disposition of the complaint. This record will be maintained for two (2) years from the date of resolution. If a written complaint or a complaint made in person is not resolved, the Company shall provide written notice to the complainant of their right to file a complaint with the Commission, and shall provide them with the address and telephone number of the Commission. If a telephonic complaint is not resolved, the Company will provide at least oral notice to the complainant of their right to file a complaint with the Commission and the address and telephone number of the Commission.

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## GENERAL REGULATIONS (Cont'd)

B.4 Payment Arrangement and Credit Allowances

B.4.1 Advance Payments

1. At the time an application for service is made, an applicant may be required to pay a cooperative membership fee, as specified on the Cooperative's by-laws, and an amount equal to at least one month's service and/or installation charges which may be applicable, and any applicable taxes or franchise fees in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the subscriber's account on the first bill rendered.

2. Federal, State or Municipal governmental agencies may not be required to make advance payments.

B.4.2 Establishment of Credit

In accordance with Kentucky Public Service Commission rules, the Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to furnish service to any individual or firm whose credit is or becomes in the opinion of the company, doubtful. In order to insure the payment of all charges due for its service, the Company may require a subscriber to establish and maintain his credit in one of the following ways:

a. By furnishing reference suitable to the Company;
b. By providing a suitable guarantee in writing, in form prescribed by the Company;
c. By means of cash deposit;
d. By having been a satisfactory subscriber of the Company.

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## GENERAL REGULATIONS (Cont'd)

B.4 Payment Arrangement and Credit Allowances (Cont'd)

B.4.3 Deposits

1. Unless credit has otherwise been established, the Company may require from any applicant or subscriber for service a minimum cash deposit or other guarantee to secure payment of bills of an amounts not to exceed two-twelfths (2/12) of the estimated annual bill of such subscriber or applicant.

2. The Company shall pay interest on deposits at the rate of six percent (6%) per annum. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the subscriber by deducting such interest from the amount of the next bill for service following the accrual date.

3. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payment and the prompt payment of bills on presentation or constitutes a waiver or modification or the regular practices of the Company providing for the discontinuance of service for nonpayment of any sum due the Company.

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4. After discontinuance of service and following rendition of the final bill, the Company will refund the subscriber's deposit plus accrued interest, or the balance, if any, in excess of any unpaid bills for past service provided. Such refund, if any, will be forwarded to the last known address of the subscriber.

5. The fact that a subscriber is not required to make a deposit with the initial application or that a deposit collected with the initial application is not sufficient to cover a subscriber's anticipated needs in no way prohibits the Company from requiring a deposit or increasing a deposit. Should a subscriber be notified of the requirement for a deposit or an increase in a deposit and refuse to do so, then service may be terminated at the Company's option. Deposit cannot be applied to service changes until service is discontinued.

## GENERAL REGULATIONS (Cont'd)

B.4 Payment Arrangement and Credit Allowances (Cont'd)

B.4.4 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

B.4.5 Taxes

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

B.4.6 Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, within ten days after the Company has served or mailed notice requiring the subscriber to do so, except in extreme cases.

B.4.7 Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, the restoration charge pursuant to Section D will be made and collected by the Company.

B.4.8 Returned Check Charge

A returned check charge pursuant to Section D will be applied by each insufficient funds check received. Telephone service will be subject to discontinuance as specified in Section B of this Tariff.

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F. Thomas Rowland, Executive Vice President / General Manager

## GENERAL REGULATIONS (Cont'd)

B.4 Payment Arrangement and Credit Allowances (Cont'd)

B.4.9 Credit for Interruptions

When the use of service of facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this Tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

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## GENERAL REGULATIONS (Cont'd)

B.5 Obligation and Liability of the Company

B.5.1 Service Irregularities

The liability of the Company for damages arising out of impairment of service provided to its subscribers such as defect or failures in facilities furnished by the Company or mistakes omission, interruption, delays, errors, or defects in the provision of its services set forth herein of any portion of its services, occurring in the course of furnishing such facilities or services, and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operations and to exercise reasonably supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities or services occurs.

B.5.2 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

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## GENERAL REGULATIONS (Cont'd)

B.5 Obligation and Liability of the Company (Cont'd)

B.5.3 Equipment in Explosive Atmosphere

1. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claims to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

2. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

3. The subscriber shall furnish, install and maintain sealed conduit with explosion proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to company employees or property might result from installation or maintenance by the Company.

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## GENERAL REGULATIONS (Cont'd)

B.5 Obligation and Liability of the Company (Cont'd)

B.5.4 Liability

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defect in transmission recurring in the course of furnishing service and caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of local service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.

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

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

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

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

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

   e. Liability for failure to provide service.

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## GENERAL REGULATIONS (Cont'd)

B.6 Lifeline Surcharge

On November 16, 1998 (PSC Case 360) the Kentucky Public Service Commission found that a surcharge per month per access line on all ILEC, CLEC and wireless bills should **(T)** be applied. The surcharge is effective January 1, 1999 and is identified on the monthly bill as "Kentucky Lifeline Support"

Surcharge per access line per month $0.08 **(I)**



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## GENERAL REGULATIONS (Cont'd)

B.7 Kentucky Telecommunications Relay Service for Hearing-Impaired or Speech-Impaired Persons in Kentucky

B.7.1 Regulations

(T)

Pursuant to KPSC Administrative Case No. 333 and 372, a monthly surcharge shall be imposed on all local exchange access lines to fund the Kentucky Telecommunications Relay Service. This service provides telephone communications between deaf and hearing / speech-impaired customers who use telecommunications devices for the deaf and customers who use standard voice telephones.

B.7.2 Surcharge Rate

1. Recovery of state costs associated with the Telephone Relay Service ("TRS") and Telecommunications Access Program ("TAP") is based on a fixed monthly charge per access line.

(T)

2. For purposes of application of the surcharge, access lines are defined as facilities that provide access to and from the telecommunications network for toll service and for local calling. WATS, Remote Call Forwarding, Radio Common Carriers, InterLATA Foreign Exchange Lines, Private Line Services, Mobile, Other Common Carriers, and Company Official Accounts are excluded from this category.

3. The monthly surcharge will appear in customer invoices labeled "TRS/TAP Surcharge." (T)

4. The monthly surcharge amount is as follows:
Per access line

| | Monthly Recurring Charge | |
|---|---|---|
| | Through June 30, 2008 | After June 30, 2008 |
| TRS | $0.07 (R) | $0.07 (R) |
| TAP | $0.02 (I) | $0.01 |
| TRS / TAP Surcharge (T) | $0.09 (R) | $0.08 (R) |

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Executive Director

## GENERAL REGULATIONS (Cont'd)

B.8 Enhanced 911 Emergency Telephone Service (E911)

B.8.1 Concurrence

North Central Telephone Cooperative, Inc. concurs in the rates, rules and regulations governing Enhanced 911 Emergency Service as filed by Bell South in its Kentucky Tariff PSC No, 2A, Section A 13.27 as such Tariff now exists, or as it may be revised, supplemented, superseded by sheets or issues.

North Central Telephone Cooperative, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of North Central Telephone Cooperative, Inc. subject to the jurisdiction of the Kentucky Public Service Commission as it applies.

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## SECTION C – BASIC LOCAL EXCHANGE SERVICE


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## SECTION C – BASIC LOCAL EXCHANGE SERVICE


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BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.1 Exchange Service

The Company provides one-party service throughout its service area.

C.1.1 Description of Service

Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number address on the public switched telecommunications network. The Company will provide Local Exchange Service from its serving central office to a demarcation/connection block ("protector") at the Customer's premises.

Each Local Exchange Service Line is provided with pushbutton ("touch-tone") service that allows the origination of telephone calls through the use of either a pushbutton or rotary dial.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.1 Exchange Service

C.1.2 Area of Operations

The Company operates in the Scottsville rural exchanges, Allen County, Kentucky.

C.1.3 Maps

Maps that indicate and define the exchange and base rate area limits of the respective exchanges are filed with the Kentucky Public Service Commission and are included in Section R of this Tariff.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

### C.2 Local Calling Areas

#### C.2.1 General

The rates in this Tariff entitle callers to receive local calling (i.e., toll-free) to the local calling areas indicated in Section C.2.2, below. Calls to areas not listed in Section C.2.2 will be subject to applicable long distance charges by the long distance provider.

#### C.2.2 List of Local Calling Exchanges

Exchange (NPA is 615 unless otherwise noted)
Hillsdale (633)
Westmoreland (644)
Green Grove (655)
Lafayette (666,688)
Pleasant Shade (677)
Red Boiling Springs (699)
Defeated (774)
Bethpage (841)
Oakgrove (888)
Scottsville Rural (270-618, 270-622)

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In addition to local calling to all North Central exchanges subscribers in these exchanges will receive local calling to any exchange within the subscriber's county.

### C.3 Local Exchange Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services, including installation charges, are shown elsewhere in this Tariff.

| | | Monthly Rate |
|---|---|---|
| 1. | Residential Service | $ 11.00 |
| 2. | Business Service | $ 18.03 |

## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.4 Lifeline

C.4.1 Description of Service

1. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State joint Board recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff.

2. Lifeline is supported by the federal universal service support mechanism.

3. Federal baseline support is available for each Lifeline service and is passed through to the subscriber. Additional state support is available for each Lifeline service and is passed through to the subscriber. The total amount of the eligible credit will not exceed the sum of the state and federal surcharges or the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. (T) (T)

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.4 Lifeline (Cont'd)

C.4.2 Regulations

1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.

2. One low-income credit is available per household and is applicable to the primary residential connection only.

3. A Lifeline customer may subscribe to any local service offering available to other residence customers.

4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.

6. The federal primary inter-exchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to toll blocking and do not pre-subscribe to a long distance carrier.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.4 Lifeline (Cont'd)

C.4.2 Regulations (Cont'd)

7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Section B of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.

8. Lifeline is not available for resale.

C.4.3 Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low-income assistance programs.

   (a) Supplemental Security Income (SSI)
   (b) Food Stamps
   (c) Medicaid
   (d) Federal public housing/Section 8
   (e) Low Income Home Energy Assistance Program (LIHEAP)
   (f) Temporary Assistance to Needy Families program (TANF) **(N)**
   (g) National School Lunch's free program (NSL) **(N)**

2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.



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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.4 Lifeline (Cont'd)

C.4.4 Certification

1. Proof of eligibility in any of the qualifying low-income programs should be provided to the company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility. If the customer requests installation prior to the company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.

2. It is the customer's responsibility to notify the company when the customer is no longer participating in any of the qualifying programs.

3. The company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal law. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.

4. When a customer is determined to be ineligible as a result of an audit, the company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.4 Lifeline (Cont'd)

C.4.5 Application of Rates and Charges

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.

2. Service charges may be applicable for installing or changing Lifeline service.

3. Link-Up connection assistance in Section D may be available for installing or relocating Lifeline service.

4. Service charges do not apply for converting existing service to Lifeline.

C.4.6 Credit Amount

(C)

The Lifeline credit passed through to the customer consists of State and Federal Credit, one per Lifeline.

| | | Federal | State |
|---|---|---|---|
| a. | Supplemental Security Income | * | $3.50 |
| b. | Food Stamps | * | $3.50 |
| c. | Medicaid | * | $3.50 |
| d. | Federal public housing, Section 8 | * | $3.50 |
| e. | Low Income Home Energy Assistance Plan (LIHEAP) | * | $3.50 |

* Federal credit will be equal to the entire amount of the FCC Subscriber Line Charge and in addition will include a credit to match the state credit to a maximum of $3.50.

(C)

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.5 Employees' Telephone Service

C.5.1 General

1. Regular full-time employees, directors, and retirees of the Telephone Company may be granted full or partial concession rates for certain items of local exchange service furnished in connection with telephone service at their place of residence at the expense of the stockholders.

2. Concession rates do not apply to long distance charges or the Usage Charges of any Local Calling Plans.

3. Services included in Section B of this Tariff are not eligible for concession.

C.5.2 Rates

1. Full Concession – 100 percent of the applicable items.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.6 Directory Assistance

C.6.1 General

1. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining listing information.

2. Directory Assistance Information is not provided on non-published numbers.

C.6.2 Application of Rates

Customers will be charged for all calls to directory assistance except for the following instances:

1. All inquiries from customers who have been certified by a physician or other appropriate agency as unable to use a telephone directory because of a visual or physical handicap. The Company reserves the right to exclude from this exemption multi-line business customers with only a few employees meeting this exemption criteria.

2. Inquiries that fall within the customer's monthly allowance for directory requests. Customers will receive no charge for calls up to the Monthly Allowance.

3. Inquiries for information on customers for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to a Company error.

C.6.3 Rates and Charges

| | | |
|---|---|---|
| 1. | Directory Assistance Monthly Allowance | 3 |
| 2. | Directory Assistance (per call) | $0.35 |

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BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.7 Shared Tenant Service

C.7.1 General

"Shared Tenant Service" denotes the resale of Basic Local Exchange Service.

C.7.2 Conditions

1. Upon request by the Company, the Customer must apply in writing to resell the Company's exchange service. The Company may request that the customer submit layout maps defining the intended area of resale and anticipated development of the resale offering in new or existing buildings.

2. All rates and charges associated with Shared Tenant Services are the responsibility of the Company's customer of record (i.e., the "reseller").

3. The Customer retains responsibility for all repair and maintenance requests submitted to the Company.

4. Provision of shared tenant arrangements will not prohibit the Company from directly providing service pursuant to this tariff to any end user requesting such service.

5. Provision of shared tenant services does not provide certification or franchise rights as a telecommunications company on recipients of shared tenant services.

C.7.3 Rates and Charges

Rates and charges are pursuant to this Tariff as well as other applicable Tariffs of the Company.

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

C.8 Exchange Trunk Service

C.8.1 Description

Exchange Trunk Service provides a Customer with a single, voice-grade, analog telephonic communications channel that can be used to place or receive one call at a time. Exchange Trunks are provided for connection of Customer-provided private branch; exchanges (PBX) to the public switched telecommunications network. Each Trunk is provided with touch-tone signaling.

C.8.2 Tie Lines

Tie Lines to connect two manual switchboards or the switching equipment of two dial systems, or to connect a manual board with a dial unit are furnished at the rates specified in Section K.3 of this Tariff for Off-Premise extension rates.

C.8.3 Monthly Service Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services shown elsewhere in this Tariff.

| | Monthly Rate |
|---|---|
| Per Trunk | $18.03 |

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## BASIC LOCAL EXCHANGE SERVICE (Cont'd)

(N)

C.9 Local Operator Services

The Company, except as specifically stated herein assents to, adopts, and concurs in the rates, rules, and regulations governing local operator service as filed by BellSouth Telecommunications, Inc. in its PSC KY Tariff No. 2A, Section A3.14. The Company concurs in the referenced tariff as it now exists, or as may be revised, added to, or supplemented by superceding sheets or issues, for local operator service furnished by the issuing utility and hereby makes itself a party thereof.

(N)

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## SERVICE CHARGES (Cont'd)

D.1 General

1. Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a Customer.

2. Service Charges are in addition to any other scheduled rates and charges. They apply in addition to and not in lieu of installation charges, non-recurring charges ("NRCs") or constructions charges found in this Tariff.

3. Service Charges for the initial establishment of residential or business services are billed on the first billing cycle after the installation date. Payment of those charges is due on the due date of that bill.

4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber to schedule the work outside of regular business hours or when the subscriber interrupts the completion of the work. In such instances, a charge in addition to the applicable charges will be made equal to the additional costs involved.

5. Service Charges do not apply when in the judgement of the Company changes in telephone number or facilities are necessary for continuation of satisfactory service.

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## SERVICE CHARGES (Cont'd)

D.2. Application of Service Charges

D.2.1 Service Order Processing Charge

A Service Order Processing Charge applies for work performed in connection with receiving, recording, and processing a customer request for service to be performed or provided at the same time, on the same account and on the same premises.

Service Order Processing Charges apply as follows:

1. Only one Service Order Charge is applicable per access line or channel per single order.

2. A Service Order Processing Charge applies in addition to the appropriate Premise Visit, Line Connection, Installation Charge(s) and other charges pursuant to this Tariff.

3. The Service Order Processing Charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or the lines to an established service, and transfer of service involving a change in name and responsibility whether or not there is a lapse in service.

4. A Service Order Processing charge is applicable for requests for facility moves or re-arrangements, number changes, restoration of service, change from residential to business service or from business to residential service, or for changes or additions in directory listings.

5. A Service Order Processing charge is applicable for any customer-initiated account modifications.

6. There is no service order charge applied to restoral of service following suspension for non-payment. (C)

(C)

## SERVICE CHARGES (Cont'd)

D.2. Application of Service Charges (Cont'd)

D.2.2 Premise Visit Charge

A Premises Visit Charge applies when a Company employee makes a field trip (including but not limited to the customer's premises) to perform requested work by the customer, other than disconnect work.

Premise Visit Charges are in addition to other charges pursuant to this Tariff and apply as follows:

1. One Premise Visit Charge applies per account for each visit to a customer's premises to perform work requested by the Customer.

2. When a Company employee is on the customer's premises for purposes of repair or maintenance for which a Premise Visit Charge would not normally apply, a Premise Visit Charge will apply if the employee performs additional work at the Customer's request that would normally result in a Premise Visit Charge.

3. No additional Premise Visit Charge applies for subsequent visits required for completion of an order for which a Premise Visit Charge has been applied.

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## SERVICE CHARGES (Cont'd)

D.2. Application of Service Charges (Cont'd)

D.2.3 Central Office Charge

Central Office Charges apply for work performed in the central office for completion of a customer order and are in addition to other charges pursuant to this Tariff. There are two categories of Central Office Charges as described below.

D.2.3.1 Central Office Wiring Charge

Central Office Wiring Charges apply as follows:

a. One central Office Wiring Charge will apply per work order required to provide service ordered by the Customer, including, but not limited to connection and testing of lines, numbers, and other central office equipment.

b. One Central Office Wiring Charge will apply for each change in telephone number initiated at the request of the Customer.

(C)

c. Central Office Wiring Charges do not apply when existing service is transferred to another Customer without a change in telephone number or for restoral of service following a suspension of service for non-payment.

(C)

D.2.3.2 Line Assignment Charge

A Line Assignment Charge applies for the assignment of any cable pairs, carrier channels, central office termination equipment, or other items of plant necessary to provide service.

## SERVICE CHARGES (Cont'd)

D.2. Application of Service Charges (Cont'd)

D.2.4 Line Connection Charge

A Line Connection Charge applies for work that includes, but is not limited to, establishing or changing central office connections, cable cross connections or line transfers.

Line Connection Charges are in addition to other charges pursuant to this Tariff and are applied as follows:

1. Connection or reconnection of local exchange access lines, local private lines, and off premise access lines.

2. The connection of each line between the appropriate general distribution cable terminals serving different premises in the same building or serving different buildings on the customers same premises.

3. A move when the telephone service at the new location is established prior to disconnection at the old location, or discontinued at the old location prior to establishment at the new location.

4. Changes in telephone numbers to provide trunk hunting applicable for a number change initiated by the Company.

5. When two or more segments of a local private line or off premise access line are bridged in the central office, one Line Connection Charge will apply for each line.

6. The Line Connection Charge does not apply when service and facilities are assumed prior to discontinuance of service and without lapse in service.

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## SERVICE CHARGES (Cont'd)

D.2. Application of Service Charges (Cont'd)

D.2.5 Other Charges

The following charges apply for service performed by the Company. These charges are in addition to applicable Service Charges and installation charges that may apply pursuant to this Section and elsewhere in this Tariff.

D.2.5.1 Maintenance Visit Charge

A Maintenance Visit Charge applies per visit to a Customer's premises where a service difficulty or trouble report is found to be caused by equipment or facilities not provided by the Company.

D.2.5.2 Denied Service Restoral Charge

A Denied Service Restoral Charge applies for each line or trunk to which service has been restored following denial of service for non-payment of charges.

D.2.5.3 Dishonored Check Charge

A Dishonored Check Charge applies for each returned check or moneys not honored by a bank or depository.

D.2.5.4 Underground Drop Charge

Underground Drop Charges apply for the rearrangement of drop wires, outside circuits and / or network interface devices ("protector") initiated at the request of the Customer.

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## SERVICE CHARGES (Cont'd)

| D.3 | Rates and Charges | Residence | Business |
|---|---|---|---|
| 1. | Service Order Processing Charge | $ 5.00 | $ 5.00 |
| 2. | Premise Visit Charge | $17.00 | $17.00 |
| 3. | Central Office Charge | | |
| | a. Wiring Charge | $ 3.00 | $ 3.00 |
| | b. Line Assignment Charge | $ 2.00 | $ 2.00 |
| 4. | Line Connection Charge | $11.00 | $11.00 |
| 5. | Other Charges | | |
| | a. Maintenance Visit Charge | $50.00 | $50.00 |
| | b. Service Restoral Charge | $25.00 **(C)** | $25.00 **(C)** |
| | c. Dishonored Check Charge | $10.00 | $10.00 |
| | d. Underground Drop Charge | $20.00 | $20.00 |

## SERVICE CHARGES (Cont'd)

D.4 Link-Up Kentucky

D.4.1 General

1. Link-Up is a program designed to increase the availability or telecommunications services to low income subscribers (by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 9645, in compliance with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff.

2. Link-Up is supported by the federal universal service mechanism.

3. A federal credit amount of fifty percent (50%) of the non-recurring charges for connection or service, up to a maximum of $30.00, is available to be passed through to the subscriber.

D.4.2 Regulations

1. Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline Program.

2. Link-Up connection assistance is available per household and is applicable to the primary residential connection only.

3. The Link-Up credit is available each time the customer installs or relocated the primary residential service.

4. To receive the credit, proof of eligibility must be provided prior to installation of services.

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## SERVICE CHARGES (Cont'd)

D.4 Link-Up Kentucky (Cont'd)

D.4.2 Regulations (Cont'd)

5. The total tariff charges for connecting service, including service and other installation charges, are considered in the credit calculation.

6. Link-Up is not available for resale.

D.4.3 Eligibility

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1. To be eligible for a Link-Up credit, the named subscriber must be a current recipient of any one of the following low-income assistance programs:

   a. Supplemental Security Income (SSI)
   b. Food Stamps
   c. Medicaid
   d. Federal public housing/Section 8
   e. Low Income Home Energy Assistance Program (LIHEAP)

2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

D.4.4 Certification

1. Proof of eligibility in any of the qualifying low-income programs should be provided to the company at the time of application for service. The Link-Up credit will not be established until the Company has received proof of eligibility. If the customer requests installation without proof of eligibility, the requested service will be provided without the Link-Up credit.

2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

## SERVICE CHARGES

D.4 Link-Up Kentucky (Cont'd)

D.4.5 Rates and Charges

The federal credit available for a Link-up connection is $30.00 (maximum) or fifty percent (50%) of the installation and service charges from this tariff, whichever is less.

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## SECTION E - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS


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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.1 Construction Charges

E.1.1 General

1. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates, when, because of the occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Company, as for example:

   a. The facilities are provided in remote or undeveloped areas outside the base rate area.
   b. The facilities are provided on a temporary basis.
   c. Conditions require the provision of special equipment or unusual methods of plant construction, installation or maintenance.
   d. The customer's location requires the use of costly right-of-way.

2. Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.

3. The word "cost", when used in this Section, means the in-plant cost consisting of labor, engineering, materials, supervision, and other overhead expenses associated with the construction. Estimated cost may be used; however, where the customer requests, actual cost will be used where practicable.

4. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charged to the Company may be assessed to the applicant (s) in whole or in part as the particular circumstances may warrant.

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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.1 Construction Charges (Cont'd)

E.1.1 General (Cont'd)

5. Except as otherwise provided herein, the regulations in this Tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determine by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

6. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Telephone Company.

7. Construction charges will not apply to the customer's aerial or buried drop that extends from the last pole to the Building in which the telephone is located.

8. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.

9. No construction charge is applicable for the provision of construction on public highways or other easements within the base rate area, or beyond the base rate area when such construction is to be used in serving customers with the grade and class of telephone service normally offered in a given area.

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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.1 Construction Charges (Cont'd)

E.1.2 Construction for Rural Service

Under normal conditions, or until the Company has met its requirements under Rural Electrification Administration (REA), and Area Cover Design (AE), the company will extend its lines to reach applicants within the exchange service area. After the ADC agreement has been net, the Company, without charge, will extend its lines to reach applicants within the exchange service area, subject to the following conditions:

1. Extension of rural line facilities outside the base rate area will be provided without construction charges under the following conditions:

   a. Under normal conditions, the Telephone Company will extend its rural lines one half mile to reach a rural customer within the exchange area.

   b. The Telephone Company will provide main line extensions for the provision of rural service to a group of applicants if the number of applicants in the group for permanent service on an annual basis averages one for each half mile or less of plant extension, by shortest public highway measurement.

2. In all other cases, construction or extension of rural lines outside the base rate area will be made on the basis of construction charges as follows:

   a. That portion of the construction expense to be borne by the Telephone Company shall not be more than seven times the annual exchange revenue of the applicant or group of applicants.

   b. The Company may assess the balance of such construction expense to such applicant or group of applicants.

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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.1 Construction Charges (Cont'd)

E.1.2 Construction for Rural Service (Cont'd)

3. The construction charge assessed on applicant or group of applicants for facilities shall be paid in advance.

4. Payments for line construction are not refundable and no credit will be allowed for future installations on line extensions constructed under these regulations.

5. Line extensions to provide service on a basis other than as covered above, require the payment of construction charges as determined from the conditions.

E.1.3 Private Right-of-Way

When the applicant is so located that it is necessary to secure private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the cost incurred in securing, clearing and retaining such right-of-way.

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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.1 Construction Charges (Cont'd)

E.1.4 Poles and Wire on Public Highways and Private Property

1. Except as provided under "Temporary Service", no construction charge is made for the provision of new pole lines or wire on public highways within the Base Rate Area.

2. Except as provided under "Temporary Service", where the applicant is located outside the Base Rate Area and the construction outside plant is required to provide facilities to service one or more applicants, the applicant or applicants may be required to bear the cost of such construction.

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3. Except as provided under "Temporary Service", neither station installations, including drop wire, protector, inside wiring, telephone sets or any plant within the Base Rate Area shall be considered as construction costs.

4. Poles on private property to be used as a part of the standard distributing plant serving subscribers in general are furnished, maintained and owned by the Company, subject to such construction charges as may be applicable.

E. 2 Temporary Service

1. When construction is required for temporary service and there is, in the opinion of the Company, no immediate prospect of re-using the plant involved, the customer nay be required to pay all or a portion of such construction, including the cost of removing the plant provided. The salvage value of any plant removed shall be deducted from the total cost to be paid by the subscriber.

2. Under "unusual" conditions station installations, including drop wire, protector, inside wiring, telephone sets, and any common control equipment can be included, all or part, in the cost of construction. Inclusion of items mentioned here in any construction costs would be reviewed on an individual basis. Decisions made by the Company concerning construction costs under this paragraph would not be precedent setting with respect to other cases.

## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.3 Charges for Unusual Installations

E.3.1 Underground Service Entrance

When underground service connections are desired by the customer as initial installation in places where aerial drop wires would ordinarily be used to reach the customer's Premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Underground service entrances may be provided at the customer request as special construction in connection with either existing or new services in lieu of the usual aerial drop wire.

2. Buried service entrance facilities will be furnished without a construction charge where buried service wire or buried cable would normally be provided by the Company for service entrance; unless agreements between the Company and a contractor or customer have been made prior to land development.

3. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition, the customer shall pay the cost of the underground cable including the cost of installing less the estimated cost to the Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company.

4. The duct or ducts required in the underground conduit by the company to furnish service will be reserved for its exclusive use.

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## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.3 Charges for Unusual Installations (Cont'd)

E.3.1 Underground Service Entrance (Cont'd)

5. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installation, less the estimated cost of installing such aerial drop as would be required to furnish the same service.

6. Where facilities are changed from aerial to underground in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

E.4 Special Services and Facilities

Special services and facilities, not ordinarily used in the furnishing of service and not otherwise mentioned in, or provided for or contemplated by the tariff of the Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon provided such special service of facility does not interfere with the telephone service furnished by the Company.

In the event any such service or facility or the use made thereof interferes with, or the facilities used in furnishing such special service or facility are needed for the furnishing of telephone service by the Company, it may terminate such contract and cease to furnish such special service and facility after thirty days written notice to the customer and provided further that the Public Service Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

E.5 Moves or Changes of Existing Construction

When the Company shall move or change existing construction or equipment for which no specific charge is quoted in this Tariff, the person at whose request the move or change is made may be required to bear the cost of such move or change.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.6 Construction in Developments

E.6.1 Terms

1. Single family development is five or more adjoining lots in a recorded plan for the construction of single family residences, including mobile homes, intended for year round occupancy.

2. Duplex development is three or greater acre lots in a recorded plan for the construction of dual family residence intended for year round occupancy.

3. Multi-family development is one or more lots in a recorded plan with three or more units planned for each lot, and intended for year round occupancy. Included in this category are apartment complexes, apartment buildings and condominiums.

4. Speculative development is the development of a tract of land where distribution facilities of the Company have to be extended in conjunction with the development of the tract prior to its completion either at the convenience of the developer or the Company, and where dwellings are being constructed without a sales contract or lease. The intent of the term speculative is defined as a situation where the Company is requested to make facility investments with no firm guarantee of a timely return on that investment.

5. Non-speculative development is the development of a tract of land where facilities of the Company exist or where the development of the tract permits distribution extension as the customer requires service, and necessary cable facilities can be provided at the Company's convenience. The term non-speculative is intended to mean that investment to plant can be made with firm guarantees of a timely return on investments.

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F. Thomas Rowland, Executive Vice President / General Manager

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.6 Construction in Developments (Cont'd)

E.6.2 General Conditions

1. Where requests are made of the Company by the developer of a residential development, the company will require the developer, at the developer's own expense, to do the following:

   a. Provide the Company with a detailed subdivision plan, showing detailed surveys of each lot in the plan, street location, and a key map showing all other specific locations;

   b. provide the Company with easement satisfactory to the Company for occupancy and maintenance of and related facilities, except service lines in public places the Company has the right to occupy;

2. At the developer's own expense, the developer will clear easements of the aforementioned facilities of tree stumps and other obstructions.

3. Should the developer make changes in the plot plan after the Company has completed engineering or begun construction that creates additional expense for the Company, the developer shall bear the cost of these additional expenses.

4. Before the construction of Company facilities, the developer is responsible for identifying all underground facilities of others. Should in the course of construction of its facilities, the Company damages the facilities of others that were not identified by the developer, the developer will bear all expense in the repair of said facilities.

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SECRETARY OF THE COMMISSION

## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.6 Construction in Residential Development (Cont'd)

E.6.2 General Conditions (Cont'd)

5. At any time during the completion of construction of Company facilities, and prior to completion of the development, the developer shall bear the cost of damage to the Company's facilities caused by the developer and others. This includes all distribution and service lines costs herein defined as labor, material and applicable charges at the time of damage. This liability is only to those areas where lots or buildings have not been sold or occupied by tenants and is still under construction, or where development of lots have been completed and sold to a contractor operating independently of the developer.

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E.6.3 Conditions - Speculative Development

If the development in the sole opinion of the Company is speculative, the following conditions apply in addition to those specified in Section E.6.2.

1. After the developer has supplied the Company with a subdivision plan, the company will prepare an estimate of costs involved in supplying distribution cable and service wires.

2. The developer will be required to post an amount (non-interest bearing) equal to the construction estimate.

3. The company will then begin work on detailed engineering and construction of facilities required by the developer.

4. Once construction has been completed and the actual cost of construction has been determined, the developer will be refunded any difference should the cost be less than the amount originally posted, or to pay the balance if the costs exceed the amount originally posted.

5. These funds will then be considered payment for construction of facilities. These facilities shall be owned and maintained by the Company.

## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS (Cont'd)

E.6 Construction in Residential Development (Cont'd)

E.6.3 Conditions - Speculative Development (Cont'd )

6. As each dwelling unit is occupied and its occupant accepts service from the Company, the Company will refund the developer or his designate the pro rata share of the construction cost. The prorated amount will be determined by dividing the total number of lots and dwelling units in the total development, by the total cost of construction.

7. From the date of completion of the Company's facilities, the Company is liable to refund construction costs for a period not to exceed ten years, subject to the conditions specified herein.

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E.7 Franchise and Municipality Taxes

E.7.1 General

When any municipality charges, collects or receives from the Company any license, occupation, privilege, inspection or other similar tax or fee or any franchise fee or payment, or any fee or payment similar in nature thereto, for the use of the streets or other public places or any concession for Tariff Rates on its telephone service, whether such taxes, fees or payment be expressed as a lump sum, or a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, or otherwise, so much of the aggregate amount of such payments and concessions as exceeds three (3) per cent of the recurring local service revenues received from subscribers located within such municipality will be billed, insofar as practical, pro rata to the subscribers receiving exchange service within the municipality.

E.7.2 Commission Approval

Except for state, county, or municipal taxes, all pro ration of fees and other charges mentioned in above paragraph will be approved by the Commission before being applied to the subscriber bill.

## SECTION F - DIRECTORY LISTINGS


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## DIRECTORY LISTINGS (Cont'd)

F.1 Regulations

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

2. The Telephone Company will furnish to its subscribers, without charge, one directory per access line or as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

3. The Telephone Company shall have the right to make a charge for subsequent directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber.

4. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. The Company bears no responsibility in any dispute that may arise as a result of the publication of such listings in its directories.

5. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgement such listings would tend to delay or impede the use of the service.

6. 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 judgement the clearness of the listing and the identification of the subscriber is not impaired thereby.

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## DIRECTORY LISTINGS (Cont'd)

F.1 Regulations (Cont'd)

7. Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer under the conditions specified in this tariff.

8. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when in the judgement of the Company names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designation is not permitted.

9. Listings are not provided in connection with public telephone service except when the lists will facilitate the operations of the Company. No additional listings are permitted. Listings of Exchange Access Line Service used for the provision of Pay Telephone Service are pursuant to rules, regulations and charges for business listings.

10. If in the judgement of the Company, additional listings are warranted for better identification of the subscriber or governmental offices, such listings may be provided without charge.

11. Whenever any question arises to the authorization of a subscriber to list the name of a business or to use a listing which includes the trade name of another business, the Company, at its discretion, may require the subscriber to provide proof of such authorization. Such proof may include, but is not limited to, written authorization from the owner of such name addressed to the Company specifically to permit the listing requested by the subscriber. The Company may refuse or delete a listing when the owner either does not provide appropriate written authorization or withdraws previous authorization in a written letter to the Company.

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Issued By: F. Thomas Rowland
F. Thomas Rowland, Executive Vice President / General Manager

## DIRECTORY LISTINGS (Cont'd)

F.1 Regulations (Cont'd)

12. 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 the directory is published to the day the succeeding directory is published. When the listing appears in information records only, the period is one month.

13. Except as hereinafter provided only one listing is furnished without charge for each main service, joint user service, PBX system or Centrex system; where a number of main services are provided on a sequencing / hunting basis they are considered one service for purposes of this Section. If additional listings are required to properly identify the subscriber they may be provided without charge as long as the number of listings does not exceed the number of main station line or PBX trunks associated with that service. Service listings showing the appropriate station number may be indented under the main listing or additional listings may be provided at the additional listing charge. Such listings may be a specific department, location, or title of key personnel.

14. Listings on numbers in hunt sequence will reflect will reflect the first number in the group unless otherwise requested by the subscriber.

F.2 Primary Listings

A primary listing is provided without charge as follows for each separate subscriber service. When two or more main station lines or PBX trunk lines are consecutively operated, the first number of the group is considered the primary listing. When two or more access lines are not consecutively assigned, a primary listing may be made for each line.

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## DIRECTORY LISTINGS (Cont'd)

F.3 Unlisted Number Service

Unlisted number service is the withholding of a customer's listing from the printed telephone directory. The number may be obtained from the directory assistance operator.

F.4 Non-Published Number Service

1. Non-published number service is the withholding of a customer's listing from both the telephone directory and directory assistance records. Subscribers requesting such arrangements agree to hold the Company harmless from any damages that might result from the non-published listing including the failure to receive calls.

2. The Company is not liable for damages resulting from the inadvertent publication of a non-published number in a telephone directory or for refusing to disclose a non-published number to any party.

3. Non-published service does not preclude the Company from supplying the customer's name, address and telephone number to the E911 / 911 service administrator.

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## DIRECTORY LISTINGS (Cont'd)

F.5 Business Listings

Business names in the directory listings shall be limited to the following:

1. The individual name of the subscriber or joint user, or

2. The name under which the subscriber or joint user is actually doing business as evidence by signs on the premises by letterheads, and by name under which a bank account is carried, or

3. The name under which a business is actually being conducted by someone other than a subscriber and which the subscriber or joint user is authorized by such other to use, or

4. The individual names of the officers, partners or employees of the subscriber, or

5. The names of department when such listings are deemed necessary from public reference viewpoint.

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## DIRECTORY LISTINGS (Cont'd)

F.6 Residence Listings

Residence names in the directory listings shall be limited to the following:

1. The individual name of subscriber, or

2. The individual name of a member of the subscriber's family or joint user.

F.7 Regular Additional Listings

1. Business additional listing may include the following:

   (a) the names of partners or members of a firm if the subscriber or joint user is a partnership of the firm;

   (b) the names of officers of the corporation, if the subscriber or joint user is a corporation; and for any business establishment;

   (c) the names of associates or employees of the subscriber or joint user.

   No other class of listing, such as service, agency commodity, etc., will be accepted.

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

3. Additional listings that are designed to give publicity to a commodity or service are not accepted.

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## DIRECTORY LISTINGS (Cont'd)

F.7 Regular Additional Listings (Cont'd)

4. Unless otherwise provided herein, all additional listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings.

5. If, in the sole opinion of the Company to aid the use of the directory and satisfactory service can be furnished, a listing may be permitted under the address of a PBX installed on premises of the subscriber but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

6. Additional Listing charges (except for listings of alternate call number and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

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## DIRECTORY LISTINGS (Cont'd)

F.8 Special Types of Additional Listings

F.8.1 Duplicate and Cross Reference Listings

Duplicate listings, i.e., listings of nicknames, abbreviated names which are commonly spelled in more than one way, and rearrangement of names, are permitted when, in the opinion of the Company, they are necessary for the proper identification of a subscriber. The Company will not permit such listings for purposes of securing a preferential position in the directory or for advertising purposes. Duplicate and Cross Reference Listings will be provided at the Regular Additional Listing rate.

F.8.2 Alternate Call Number Listings

The listing of an alternative number to be called in case no answer is received is permitted for customers in all classes of service. The consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished. Alternate Call Number Listings will be provided at the Regular Additional Listing rate.

F.8.3 Foreign Exchange Listings

Foreign Exchange Listings, i.e., listings of subscribers located in an exchange other than in which the listed service is furnished, are permitted subject to the terms of this Tariff for listing services. The foreign company listing charge will apply for each foreign listing in the Company's directory.

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## DIRECTORY LISTINGS (Cont'd)

F.8 Special Types of Additional Listings (Cont'd)

F.8.4 Temporary Listings

Residence subscriber who lease their premises for period of less than one year and request the Company the render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time. All billing and contractual arrangements remain unchanged and the subscriber is responsible for the payment for all charges. Temporary listings will be provided at the Regular Additional Listing rate.

F.8.5 Office Hour Listings

Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers wishing to include office hours in connection with their listings may do so at the Regular Additional Listing rate.

F.8.6 Night Connection

A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at Regular Additional Listing rates whenever night connections are provided.

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## DIRECTORY LISTINGS (Cont'd)

F.8 Special Types of Additional Listings (Cont'd)

F.8.7 Dual Name Listings

1. Dual Name Listings may be provided for customers subscribing to residence service who reside at the same address, and for a person known by two first names.

2. Dual Name Listings may be provided as the primary listing at no additional charge for the addition of the second name to the listing.

3. Dual Name Listings may be provided as an additional listing at the customer's option at the Regular Additional Listing rate.

F.9 Shared Tenant Services Listings

1. A client of shared tenant services may request the reseller, on his behalf, to obtain listings as specified in this tariff. All appropriate charges and regulations for directory listings specified herein are applicable to clients listings. Clients listing changes will be billed to the reseller (customer of record) and will not be billed separately.

2. A client of a reseller who does not require a directory listing but requires that a telephone number be accessible for E-911 or other similar services, must be listed as a Private (unlisted) listing. The unlisted directory number charge will apply per section 6.3, preceding.

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## DIRECTORY LISTINGS (Cont'd)

F.10 Rates

| | | Monthly Rate |
|---|---|---|
| 1. | Primary Station | No Charge |
| 2. | Regular Additional Listings, each | $0.75 |
| 3. | Foreign Listings, each | $0.75 |
| 4. | Foreign Exchange Listing, each | $0.75 |
| 5. | Unlisted Number, each | $0.00 |
| 6. | Non-published Number, each | $0.00 |
| 7. | Shared Tenant Service Listing | $0.75 |

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