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

Of

Scarborough, Maine

Rates, Rules and Regulations for Furnishing

Resale Telecommunications Services

Throughout the Entire State of Kentucky

Filed with PUBLIC SERVICE COMMISSION OF KENTUCKY

ISSUED: August 12, 2003

EFFECTIVE:

ISSUED BY: **Telecom Management, Inc.**
d/b/a Pioneer Telephone

BY: Peter Bouchard, Vice President

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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SEP 12 2003

PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

BY Thomas M. Dorman
EXECUTIVE DIRECTOR

TITLE SHEET

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

TARIFF NO. 1

This tariff contains the description, regulations and rates applicable to the furnishing of telecommunications service for by Telecom Management, Inc. d/b/a Pioneer Telephone with principal offices at 27 Gorham Road, Scarborough, Maine 04074. This tariff is on file with the Kentucky Public Service Commission ("Commission"), and copies may be inspected during normal business hours at the Company's principal place of business.

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CHECK SHEET

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

Sheet	Revision	Sheet	Revision
1	Original	21	Original
2	1st Revised*	22	Original
3	Original	23	Original
4	Original	24	1st Revised*
5	Original	25	Original*
6	Original	26	Original*
7	Original	27	Original*
8	Original		
9	Original		
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12	Original		
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14	Original		
15	Original		
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Executive Director

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue

I - Change Resulting In An Increase of Rates

M - Moved From Another Tariff Location

N - New Material

R - Change Resulting In A Reduction of Rates

T - Change In Text or Regulation But No Change In Rate or Charge

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TARIFF FORMAT

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

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

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

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

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

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

1.1 Definitions:

Application for Service - A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorized User - A person, firm, corporation, or other entity authorized by the customer to receive or send communications.

Cancellation of Order - A customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

Carrier - Telecom Management, Inc. d/b/a Pioneer Telephone, unless specifically stated otherwise.

Company - Telecom Management, Inc. d/b/a Pioneer Telephone, also referred to as "Carrier."

Completed Calls - Completed calls are calls answered on the distance end. In the event a customer is charged for an incomplete call, the Company will issue a credit to the customer upon request.

Customer - The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service from the telephone utility.

Customer Provided Equipment - Terminal equipment provided by a customer.

Day Rate Period - 8:00 a.m. to 4:59 p.m., Monday through Friday.

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1.1 Definitions: (continued)

Disconnect - The disabling of circuitry preventing outgoing and incoming toll communication service provided by Carrier.

Due Date - The last day for payment without unpaid amounts being subject to a late payment charge.

Evening Rate Period - 5:00 p.m. to 10:59 p.m., Sunday through Friday.

Holidays - Carrier's recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Interexchange Utility - A utility, resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within the state, without regard to how such traffic is carried. A local exchange utility that provides exchange service may also be considered an interexchange utility.

Local Distribution Area (LDA) - Metropolitan locations served by Carrier which have been defined by the telephone company providing local service in its local exchange tariff as "local calling area."

Measured Use Service - The provision of long distance measured time communications telephone service to customers who access the carrier's services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

Message - A completed telephone call by a customer or user.

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1.1 Definitions: (continued)

Night/Weekend Rate Period - 11:00 p.m. to 7:59 a.m., every day; 8:00 a.m. to 10:59 p.m. Saturday; and 8:00 a.m. to 4:59 p.m. Sunday.

Normal Business Hours - 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Premises - The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Terminal Equipment - All telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

1.2 Abbreviations:

IXC - Interexchange Carrier

LATA - Local Access Transport Area

LDA - Local Distribution Area

LEC - Local Exchange Carrier

MTS - Message Toll Service

PBX - Private Branch Exchange

V&H - Vertical and Horizontal

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SECTION 2 - RULES AND REGULATIONS

2.1 Carrier Undertaking

Carrier provides long distance interexchange telephone service to customers for their direct transmission of voice, data, and other types of telecommunications.

Communications originate when the customer accesses Carrier directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. Carrier may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis unless otherwise stated in this tariff, and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Limitations on Service

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

2.2.2 Carrier reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

2.2.3 Title to any equipment provided by Carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to any such assignee or transferee.

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2.3 Use of Service

Service may not be used for any unlawful purposes.

The minimum period for service is one month (30 days), unless otherwise noted in the customer's service agreement.

2.4 Limitation of Liability

2.4.1 The liability of the carrier for damages arising out of mistakes, omissions, interruptions, delays errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences upon activation of service and in no event exceeding an amount equivalent to the proportionate charge to the customer for the period of service during which the mistake, omission, interruption, delay, error or defect in transmission occurred. For the purpose of computing such amount, a month is considered to have 30 days.

2.4.2 The carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service.

2.4.3 Carrier shall be indemnified and held harmless by the customer against all other claims arising out of any act or omission of the customer in connection with any service provided by the carrier.

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2.4 Limitation of Liability (continued)

2.4.4 The carrier shall not be liable for and the customer indemnifies and holds the carrier harmless from any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of the equipment or wiring provided by the carrier where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of the carrier's negligence. No agents or employees of other carriers shall be deemed to be agents or employees of the carrier.

2.5 Interruption of Service

A credit allowance for interruptions of service which are not due to Carrier's testing or adjusting, to the negligence of the customer, or to the failure of the channels, equipment, and/or communications systems provided by the customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the customer to notify Carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by or within the customer's control and is not in wiring or equipment connected to the Carrier terminal.

2.6 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with the Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.

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2.7 Customer Responsibility

2.7.1 All customers assume general responsibilities in connection with the provisions and use of Carrier's service. When facilities, equipment, and/or communication systems provided by others are connected to Carrier's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all of Carrier's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.

B. When placing an order for service, the customer must provide:

1. The name(s) and address(es) of the person(s) responsible for the payment of service charges.

2. The name(s), telephone number(s), and address(es) of the customer contact person(s).

2.7.2 Maintenance, Testing, and Adjustment

Upon reasonable notice, the equipment provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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2.7.3 Deposits

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

Interest will accrue on customer deposits held by the company, beginning on the date the deposit is made.

2.7.4 Credit Allowance

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided and billed for, by Carrier.

A. Credit allowances for failure of service or equipment starts when the customer notifies Carrier of the failure or when Carrier becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.

B. The customer shall notify Carrier of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by customer provided facilities, any act, or omission of the customer or in wiring or equipment connected to the terminal.

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2.7.4 Credit Allowance (continued)

C. Only those portions of the service or equipment operation disabled will be credited. No credit allowances will be made for:

1. Interruptions of service resulting from Carrier performing routine maintenance;

2. Interruptions of service for implementation of a customer order for a change in the service;

3. Interruption caused by the negligence of the customer or his authorized user;

4. Interruptions of service because of the failure of service or equipment due to customer or authorized user provided facilities.

2.7.5 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels his order before the service begins, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by Carrier and not fully reimbursed by installation and monthly charges. If, based on such an order, any construction has either begun or been completed, but no such services provided, the non-recoverable cost of such construction shall be borne by the customer.

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2.7.6 Payment and Billing

A. Service is provided and billed on a monthly basis. Each customer bill will set forth the company's name, address and toll free Customer Service telephone number which is available 24 hours per day. Each bill will list the charges for individual calls made and taxes will be listed as separate line items. The date after which a penalty may apply to the gross amount shall be indicated on the customer's bill.

B. Payment is due upon receipt. Payment will be considered timely if paid within 20 days after the bill is rendered. The bill shall be considered rendered when deposited in the U.S. mail with postage prepaid.

C. In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with complaint procedures set forth in this tariff.

D. The customer is responsible for payment of all charges for service furnished to the customer under this tariff. Charges are based on actual usage during a month will be billed monthly in arrears.

E. Customer is responsible for payment of any state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which will be listed as separate line items and which are not included in the quoted rates.

F. In accordance with KAR 5:006 Section 8 (3)(h), Customers failing to pay a bill for services by the due date will be charged a one-time late payment penalty on the amount owed for such services. Any payment received by the customer will first be applied to the bill for services rendered.

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2.7.7 Application of Charges

The charges for service are those charges in effect during the period in service was furnished.

2.7.8 Customer Complaint Procedure

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

Any unresolved disputes may be directed to the attention of the Commission at:

Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602 - 0615
Toll Free: 1-800-772-4636

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

2.8 Carrier Responsibility

2.8.1 Calculation of Credit Allowance

Pursuant to limitations set forth herein, when service is interrupted the credit allowance will be computed on the following basis:

A. No credit shall be allowed for an interruption of less than two hours.

B. When a minimum usage charge is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues beyond two hours.

C. Carrier will try its best to resolve any disputes properly brought to its attention. Unresolved disputes may be directed to the attention of the Commission

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ISSUED BY: Peter Bouchard, Vice President
Telecom Management, Inc. d/b/a Pioneer Telephone

2.8.2 Cancellation of Credit

Where Carrier cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

2.8.3 Disconnection of Service by Carrier

Carrier, upon 10 days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

A. Upon a 10 day and subsequent 5 day prior written notice for non-payment of any sum due to Carrier for service for more than thirty days beyond the date of rendition of the bill for such service;

B. A violation of any regulation governing the service under this tariff;

C. A violation of any law, rule, or regulation of any government authority having jurisdiction over the service; or

D. Carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction.

E. Carrier may immediately terminate service, without notice if a dangerous condition exist which could subject a person to imminent harm.

2.8.4 Fractional Monthly Charges

Charges for a fractional part of a month are calculated by counting the number of days in the billing period service was discontinued. Divide the number of days by thirty days and then multiply by the monthly charge.

2.9 Bill Format

The Company's monthly customer invoices will consists of a billing summary of current charges, previous balance due, payments received, and call detail pages. All invoices will include the Company's name, address and toll-free telephone number in compliance with KAR 5:006.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 Timing of Calls

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when the either party "hangs up."

There are no charges incurred if a call is not completed.

3.2 Start of Billing

The Start of Service date is the first day which service is actually provided to the customer. The End of Service date is the last day or any portion thereof that service is provided to customer.

3.3 Interconnection

Services furnished by Carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment of Carrier and other participating carriers shall be provided at the customer's expense.

The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

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3.4 Terminal Equipment

Carrier's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinters, handsets, or data sets. Such terminal equipment will be furnished and maintained at the expense of the providing customer, except as otherwise agreed in advance and in writing. The customer is responsible for all costs at their premises, including personnel, wiring, electrical power, and the like incurred in the use of Carrier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

3.5 Calculation of Distance

Usage charges are generally flat rated. However, if a rate is based on the airline mileage between points, the calculations are made as follows:

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved.

Formula:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

V = Vertical Coordinates
H = Horizontal Coordinates

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3.6 Minimum Call Completion Rate

The customer can expect a call completion rate of 99% of calls attempted during peak use periods for all Feature Group D (1+) services.

3.7 Service Offerings

The Company provides the following services:

3.7.1 Message Toll Service (MTS)

Dialing is achieved by customer's telephone lines being programmed by the local telephone company (LEC) to automatically route 1+ calls to the Company's network.

3.7.2 Inbound 8XX Service

Inbound service is virtual banded inbound toll service which permits calls to be completed at the subscriber's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number which terminates at the customer's location. Inbound services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.

Carrier will accept a prospective Inbound service customer's request for up to ten (10) 8XX telephone numbers and will reserve such number(s) on a first come first serve basis. All requests for number reservations must be made in writing, dated and signed by a responsible representative of the customer. Carrier does not guarantee the availability of number(s) until assigned. The inbound services telephone number(s) so requested, if found to be available, will be reserved for and furnished to the eligible customer.

If a customer who has received a number does not subscribe to inbound service within 90 days, the company reserves the right to make the assigned number available for use by another customer.

3.7.3 Travel Card Service

Allows subscribers who are away from home or office to place calls by gaining access to the Carrier's network via a toll free telephone number and personal identification number (PIN) issued by the Company.

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3.7.4 Directory Assistance

The Company will provide requesting customers with listed telephone numbers at a per call charge.

3.7.5 Operator Service

Operator Assisted Services are provided by and billed by the Company's underlying carrier.

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SECTION 4 - RATES AND CHARGES

4.1. Usage Charges and Billing Increments

4.1.1 Usage Charges

Unless flat rated, usage charges are determined by the time of day rate periods and minutes of use within each rate period. The rate period is determined by the time and day of call origination at the customer's location.

4.1.2 Billing Increments

Usage is billed in accordance with the billing increments set forth in the individual product rate sections of this tariff. All partial usage will be rounded up to the next highest applicable billing increment.

4.1.3 Rounding

All calls are rounded to the next highest billing interval. Any partial cents per call will be rounded up to the next highest whole cent.

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4.2 Outbound 1+ and Inbound 8XX Service

Plan Name	TalkCents	HomeUSA	BizSaver
Rate Per Minute:	$0.049	$0.040	$0.049
Initial Billing Increment:	6 seconds	60 seconds	6 seconds
Additional Billing Increments:	6 seconds	60 seconds	6 seconds
8XX Number Monthly Fee:	$0.490	$0.490	$0.490
Monthly Usage Requirement:	$15.00	$15.00	4 + lines
Low Usage Fee *	$0.99	$0.99	$0.99

The rate per minute stated above reflects an automatic fifty-percent (50%) discounted rate which remains in effect unless and until the customer becomes delinquent in payment of the account. If an account becomes delinquent, the fifty-percent (50%) discount is null and void and the customer will be charged at the full rate per minute for all future calls.

* Applies when monthly usage falls below the monthly usage requirements stated above for the applicable plan. Low usage fees are waived for customers utilizing online billing.

4.3 Travel/Calling Card Rates

$0.119 per minute.

Billed in 6 second increments or 60 second increments depending on the long distance plan customer is signed up for.

A surcharge as specified in Section 4.7 will apply.

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4.4 Directory Assistance

The Company's customers will be billed the following per call charge to be connected to the local exchange company directory assistance service for directory assistance calls within the State.

Directory Assistance Charge: $1.25 per call

4.5 Returned Check Charge

Any customer issuing Carrier check(s) returned to Carrier will be charged $15.00 per check.

4.6 Special Promotions

Carrier may from time to time offer special promotions to customers upon prior Commission approval of such promotion.

4.7 Dial Around Pay Telephone (Payphone) Surcharge

A $0.35 surcharge shall be assessed for each call made from a pay telephone to an 8XX number or using a travel card and dialing the carrier prefix in the form 101XXXX.

4.8 Adelphia Telecommunications, Inc. Transfer of Control Grandfathered Rate Plans (N)

The following rate plans are applicable only to customers who were previously customers of Adelphia Telecommunications, Inc. and who have become customers of Pioneer Telephone by virtue of the Asset Purchase Agreement.

4.8.1 Direct Dialed Calls

Out-bound intrastate intraLATA and intrastate inter LATA toll services are flat rate offerings. For billing purposes, call time is rounded up to, at a maximum six (6) second increments.

4.8.1.1 Direct Dialed Calls - Option 1

4.8.1.1.A - IntraLATA Calls Usage Charges

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.09	$0.09	$0.09

4.8.1.1.B - Intrastate InterLATA Calls

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.09	$0.09	$0.09

(N)

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4.8 Adelphia Telecommunications, Inc. Transfer of Control
Grandfathered Rate Plans-cont'd

4.8.1.2 Direct Dialed Calls - Option 2

4.8.12.A - IntraLATA Calls Usage Charges

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.09	$0.09	$0.09

4.8.1.2.B - Intrastate InterLATA Calls

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.09	$0.09	$0.09

4.8.1.3 Direct Dialed Calls - Option 3

Adelphia's Option 3 outbound long distance service is a flat rate offering
Which applies only to customers who subscribe to EITHER:

Adelphia Power Link or Adelphia Digital Cable

Customers who previously qualified for Option 3, but no longer qualify due to discontinuance of one or more services, will be billed at the current rate for their previous Option from the date of that discontinuance.

4.8.1.3.A - IntraLATA Calls Usage Charges

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.075	$0.075	$0.075

4.8.1.3.B - Intrastate InterLATA Calls

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.075	$0.075	$0.075

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4.8 Adelphia Telecommunications, Inc. Transfer of Control
Grandfathered Rate Plans-cont'd

4.8.1.4 Direct Dialed Calls - Option 3

Adelphia's Option 43 outbound long distance service is a flat rate offering
Which applies only to customers who subscribe to BOTH

Adelphia Power Link and Adelphia Digital Cable

Customers who previously qualified for Option 4, but no longer qualify due to discontinuance of one or more services, will be billed at the current rate for their previous Option from the date of that discontinuance.

4.8.1.4.A - IntraLATA Calls Usage Charges

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.07	$0.07	$0.07

4.8.1.4.B - Intrastate InterLATA Calls

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.07	$0.07	$0.07

4.8.1.5 Calling Card Calls

Usage charges:

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.25	$0.25	$0.25

4.8.1.6 Debit Card Calls

Usage charges:

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.25	$0.25	$0.25

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4.8 Adelphia Telecommunications, Inc. Transfer of Control Grandfathered Rate Plans-cont'd

4.8.1.7 Inbound Toll-Free Number Servcie

Usage charges:

Per Minutes Rates:

Day	Evening	Night/Weekend
$0.15	$0.15	$0.15

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PIONEER TELEPHONE

PO Box 850
Scarborough, ME 04070
Return Service Requested

☐ Check here for change of address *(see reverse for details)*

Service Period 03/01/03 through 3/31/03

EVERETT PANNKUK
16216F RICHMOND ST
FT POLK, LA 71459

Remittance Section

Customer Name	EVERETT PANNKUK
Account Number	001093
Past Due Amount	.00
Current Charges	50.83
Due Date	4/14/03
Total Amount Due:	$50.83
Amount Paid	$_____

Please make checks payable to: *Pioneer Telephone*
☐ Check here for credit card payments (see reverse for details)

You have agreed to pay your bill by credit card. The total amount due has been charged to your preferred card. Do not remit payment by mail.

Please mail check or money order to: Pioneer Telephone
P.O. Box 850
Scarborough, ME 04070

Please detach and return above portion with your payment.

Summary of Account

Long Distance Service	50.83
Total Current Charges	**50.83**
Previous Bill	20.66
Payment Received	20.66
Adjustments	.00
Past Due Amount	.00
Current Charges	50.83
Total Amount Due	**50.83**
Due Date	**4/14/03**

Detail of Payments and Adjustments

Payments must arrive before the due date on the front page.

Date	Description	Adjustments	Payments
02/19/03	Payment - Visa/MC		20.66
Totals			**20.66**

PIONEER TELEPHONE

Account Number: 001093
Statement Date: 3/25/03

Important Messages

Pioneer has a brand new web site!
Please provide us with feed back on the new site.
WebSite: www.PioneerTelephone.com
Hours of Service: Monday to Friday 9-7:30 Eastern
Email: info@pioneertelephone.com

Refer a New Customer for Long Distance & Get $5
Customers must sign up at:www.PioneerTelephone.com
There is a "Tell A Friend" page on the site.
There is no limit to the number of $5 credits you may receive. Referrals help keep advertising cost down.

Save even more with Pioneer to Pioneer Calling!
Did you know Pioneer discounts your calls when you call another Pioneer customer out of state?
You save at least 25% on top of your already low rates. Visit Pioneer's web site for more information.

In order to keep our cost of service down please fill out the Credit/Debit card form on the back side. Complete the form and mail it in to Pioneer. This will protect against unauthorized use and fraud.

Do you use Pioneer at home?
Pioneer provides business long distance as well. Tell your company about Pioneer's service and we guarantee that we will save them money. Pioneer will provide a free written quote.

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NON-PAYMENT OF TOLL CHARGES WILL NOT RESULT IN DISCONNECTION OF LOCAL SERVICE.

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EXECUTIVE DIRECTOR

If you have any questions about your bill please call Customer Service at 1-888-492-6878

Invoice Backer

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EXECUTIVE DIRECTOR

PIONEER TELEPHONE

Account Name	Account Number	Bill Date
EVERETT PANNKUK	001093	3/25/03

Current Charges Long Distance Service

	Quantity	Minutes	Amount
Switched 1+ *			
Intrastate Usage	12	43.0	2.02
Interstate Usage	40	468.0	17.78
International Usage	8	69.0	22.77
Total Switched 1+	**60**	**580.0**	**42.57**

		Quantity	Each	Amount
Regulatory Fees* *				
Telecom Infrastructure Fee		1	2.13	2.13
Total Regulatory Fees				**2.13**
Taxes * *				
Federal Tax	1.44	State Tax		1.44
Federal/Other Tax	3.25			
Total Taxes				**6.13**
Total Long Distance Service				**50.83**

* 1+ = long distance service.

* * For an explanation of any Regulatory Fee, Tax or Surcharge listed, please contact Pioneer Telephone toll free at 1-888-492-6878.

Call Detail

Date	Time	Called Location	*	Called Number	Minutes	Amount
CALLS FOR 337-537-0513						
2/17	08:49A	RALEIGH NC	1+	919-662-9481	13.0	.494
2/17	01:50P	RALEIGH NC	1+	919-662-9481	17.0	.646
2/18	10:01A	ALEXANDRIA LA	1+	318-443-1886	2.0	.094
2/18	10:07A	HUNGRY MBL HU	1+	036-209-7405-50000	7.0	2.310
2/18	10:14A	ALEXANDRIA LA	1+	318-443-1886	7.0	.329
2/18	10:21A	ALEXANDRIA LA	1+	318-443-1886	2.0	.094
2/19	08:14A	PROVO UT	1+	801-356-1421	20.0	.760
2/20	08:44A	ALEXANDRIA LA	1+	318-443-1886	2.0	.094
2/21	10:05A	PROVO UT	1+	801-356-1421	7.0	.266
2/21	07:36P	RALEIGH NC	1+	919-662-9481	7.0	.266
2/22	04:08P	FTLENARDWD MO	1+	573-329-3242	8.0	.304
2/22	04:46P	RALEIGH NC	1+	919-779-1009	6.0	.228
2/22	05:18P	RALEIGH NC	1+	919-772-2450	4.0	.152
2/26	09:58A	ALEXANDRIA LA	1+	318-443-1886	1.0	.047
2/26	04:11P	HUNGRY MBL HU	1+	036-209-7405-50000	26.0	8.710
2/27	09:28A	RALEIGH NC	1+	919-662-9732	1.0	.038
2/27	10:29A	FUQUAYVRIN NC	1+	919-552-8577	1.0	.038
2/27	10:35A	RALEIGH NC	1+	919-326-3000	2.0	.076
2/27	10:11A	FTLENARDWD MO	1+	573-329-3242	20.0	.760
2/27	05:03P	RALEIGH NC	1+	919-772-0363	11.0	.418
2/27	07:23P	RALEIGH NC	1+	919-662-9481	10.0	.380
2/28	12:04P	FUQUAYVRIN NC	1+	919-552-8577	41.0	1.558
2/28	01:02P	HUNGRY MBL HU	1+	036-209-7405-50000	8.0	2.640
2/28	04:55P	HUNGRY MBL HU	1+	036-209-7405-50000	2.0	.660
3/1	09:04P	RALEIGH NC	1+	919-662-9481	11.0	.418
3/4	02:53P	RALEIGH NC	1+	919-326-3000	1.0	.038
3/4	04:07P	HUNGRY MBL HU	1+	036-209-7405-50000	4.0	1.320
3/4	05:53P	DE RIDDER LA	1+	337-463-9197	1.0	.047
3/4	06:36P	DE RIDDER LA	1+	337-463-9197	12.0	.564
3/4	06:48P	CHARLESTON SC	1+	843-769-4490	1.0	.038
3/5	03:45P	RALEIGH NC	1+	919-779-0406	1.0	.038
3/5	08:10P	RALEIGH NC	1+	919-779-0406	1.0	.038
3/5	09:02P	RALEIGH NC	1+	919-662-9481	1.0	.038
3/5	09:06P	RALEIGH NC	1+	919-662-9481	59.0	2.242
3/6	12:02P	DE RIDDER LA	1+	337-462-6800	4.0	.188
3/6	12:56P	DE RIDDER LA	1+	337-463-5594	1.0	.047
3/6	12:57P	DE RIDDER LA	1+	337-463-5594	1.0	.047
3/6	05:40P	RALEIGH NC	1+	919-772-4477	1.0	.038
3/6	07:35P	CHARLESTON SC	1+	843-769-4490	31.0	1.178
3/6	08:07P	RALEIGH NC	1+	919-812-2675	10.0	.380
3/7	10:00A	DE RIDDER LA	1+	337-463-5594	1.0	.047
3/7	10:44A	HUNGRY MBL HU	1+	036-209-7405-50000	10.0	3.300
3/7	07:08P	DE RIDDER LA	1+	337-463-5594	9.0	.423
3/9	01:16A	HUNGRY MBL HU	1+	036-209-7405-50000	1.0	.330
3/9	01:18A	HUNGRY MBL HU	1+	036-209-7405-50000	8.0	2.640
3/10	03:11P	RALEIGH NC	1+	919-779-0406	5.0	.190
3/10	03:20P	RALEIGH NC	1+	919-812-2675	1.0	.038
3/10	04:51P	RALEIGH NC	1+	919-661-5176	1.0	.038
3/10	06:53P	RALEIGH NC	1+	919-779-0406	26.0	.988
3/11	10:59A	RALEIGH NC	1+	919-326-3000	1.0	.038
3/12	10:23A	RALEIGH NC	1+	919-662-9481	1.0	.038
3/12	02:06P	RALEIGH NC	1+	919-812-2675	21.0	.798
3/13	08:33A	RALEIGH NC	1+	919-662-9481	8.0	.304
3/13	06:23P	RALEIGH NC	1+	919-662-9732	33.0	1.254
3/14	01:33P	RALEIGH NC	1+	919-779-7878	1.0	.038
3/14	10:14P	RALEIGH NC	1+	919-662-9732	41.0	1.558
3/15	09:43A	BOONE NC	1+	828-296-0814	25.0	.950
3/15	01:26P	RALEIGH NC	1+	919-662-9481	1.0	.038
3/15	01:27P	FUQUAYVRIN NC	1+	919-557-3019	5.0	.190
3/16	02:37P	RALEIGH NC	1+	919-662-9481	13.0	.494
Totals For 337-537-0513					**580.0**	**42.58**

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BY Thomas M. Dorman
EXECUTIVE DIRECTOR

If your questions are not resolved after you have called Pioneer Telephone, you may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at www.puco.ohio.gov.

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Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. Weekdays, or visit the OCC website at www.pickocc.org.

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