TITLE PAGE

OF

KENTUCKY LOCAL EXCHANGE SERVICES TARIFF

OF

AMERICAN TELEPHONE COMPANY LLC

This tariff, filed with the Kentucky Public Service Commission, contains the descriptions, regulations, rates, terms and conditions applicable to the furnishing of Local Exchange Telephone Services within the State of Kentucky offered by American Telephone Company LLC.

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CHECK SHEET

The pages of this tariff are effective as the date shown. The original and revised sheets named below contain all changes from the original tariff and are in effect on the date shown.

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TARIFF FORMAT

A. Page Numbering – Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.

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

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

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

D. Check Sheet – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages 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 revisions levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to the provision of local exchange service by American Telephone Company LLC, within the service territory of the entire tate of Kentucky and subject to the jurisdiction of the Kentucky Public Service Commission.

EXPLANATION OF SYMBOLS

A revision of a Tariff page is coded to designate the type of charge from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

C – Change in Regulation

D – Discontinued rate of regulation

I – Increased rate

M – Moved from another tariff location

N – New rate or regulation

R – Reduction in a rate or change

T – Change in text but no change in rate or regulation

EXPLANATION OF TERMS

ADSL - The terms "ADSL" is Asymmetrical Digital Subscriber Line (ADSL) Service. It is a technology that allows high speed data to be sent over existing copper facilities and supports data rates from 256 Kbps to 1.5 Mbps when receiving data (downstream rate) and from 64 Kbps to 768 Kbps when sending data (upstream rate).

ACCESS LINE – An arrangement which connects the customers location to a switching center or point of presence.

AGENCY - For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ATTENDANT - An operator of PBX console or telephone switchboard.

AUTHORIZED USER - A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

AUTOMATIC LOCATION IDENTIFICATION ("ALI") - The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI") – A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

CALL TERMINATION - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CENTRAL OFFICE - An operating office of the Company where connections are made between telephone exchange lines.

CARRIER - Whenever used in this tariff, "Carrier" or Company" refers to American Telephone Company, LLC, unless otherwise specified or clearly indicated by the context.

COMMISSION –Kentucky Public Service Commission

EXPLANATION OF TERMS (Cont'd)

COMPANY - American Telephone Company LLC. Unless otherwise clearly indicated from the context. See "Carrier".

CUSTOMER - The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

CUSTOMER PREMISES EQUIPMENT ("CPE") - Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DIGITAL SUBSCRIBER LINE ("DSL") - A generic term for any local network loop that is digital in nature; technically, DSL equates to ISDN, but this is decreasingly enforced terminology.

DIRECT INWARD DIAL ("DID") - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

E911 SERVICE AREA - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER - A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

EXCHANGE - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE - A central office line furnished for direct or indirect access to the exchange system. These facilities are Company provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

EXPLANATION OF TERMS (Cont'd)

EXCHANGE SERVICE - The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FINAL ACCOUNT - A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE - The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

HANDICAPPED PERSON - A person who is legally blind, visually handicapped or physically handicapped, under the definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

ILEC – The incumbent Local Exchange Carrier.

INTERFACE - That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION - The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

LEC – Local Exchange Company/

LOCAL CALL - A call with, if place by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA - The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL EXCHANGE SERVICES – Telecommunications services furnished for use by end-users in placing receiving local telephone calls within local calling areas.

EXPLANATION OF TERMS (Cont'd)

MESSAGE RATE SERVICE - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE - The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

PORT - A connection to the switching network with one or more voice grade communication channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PRIVATE BRANCH EXCHANGE SERVICE ("PBX") - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RESOLD LOCAL EXCHANGE SERVICE – A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company provided usage services, miscellaneous services or interstate/international services.

TOLL CALL - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

xDSL - A generic term for the suite of DSL services, where the "x" can be replaced with any of a number of letters, including "A", "H", "M", "RA", "S", and "V". (See Digital Subscriber Line)

SECTION 1 – GENERAL RULES AND REGULATIONS

1.1 USE OF FACILITIES AND SERVICE

1.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications services pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Kentucky.

A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.

B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.1 Obligation of the Company (Cont'd)

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed used of facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability

A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure or furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances of interruptions as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or acts or omissions or negligence of the Company's employees or agents.

B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, directions, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, Commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes; lock-outs, work stoppages, or other labor difficulties.

C. The Company shall not be liable for any act of omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.

D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds 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 any other party or person(s), and for any loss, damage, or destruction of any 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 any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

G. The Company is not liable for any claims for loss or damages involving:

1) Breach in the privacy or security of communications transmitted over Company's facilities.

2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act of omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;

3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;

4) Any act or omission in connection with the provision of 911, E911 or similar services;

5) Any non-completed calls due to network busy conditions.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

H. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

1) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

H. (Cont'd)

2) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other part, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.

3) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by other entities.

4) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

I. The Liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

J. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.2 Limitations on Liability (Cont'd)

L. With respect to Emergency Number 911 Service:

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, 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 Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

2. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.3 Use of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customer that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

1.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.5 Directory Errors

In absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of the directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

1. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

2. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.

3. Operator Records: For free or charge listings obtainable from the records used by the directory assistance operator, upon notifications to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the corrections is not made in that time, credit shall be given at a the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks)

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.1 USE OF FACILITIES AND SERVICE (Cont'd)

1.1.5 Directory Errors

4. Credit Limitations: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charges listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.

5. Definitions: As used in paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

6. Notice: Such allowances or credits as specified in paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, that Company shall give credit without the requirement of notification by the subscribers.

1.1.6 Blocking of Service

The Company's facilities can not be used to originate calls to other telephone companies' or information Providers' caller-paid information services.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If the service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICE

1.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

1.3.2 Deposits

Subject to special provisions as may be set forth below and in other Sections of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required, as a condition of new service, restoration of discontinued service, or subsequent service, to pay a deposit sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentations. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICE (Cont'd)

1.3.2 Deposits (Cont'd)

A. Deposits for New Service

If a Customer or applicant has an undisputed outstanding bill from previous telephone service, the company may require a deposit as a condition of providing new service. Additionally, the company may require the customer to pay the outstanding bill or make satisfactory arrangements for payment before service will be provided.

B. Deposits for Restoration of Discontinued Service or Subsequent Service

The company may require a deposit as a condition of restoring discontinued service or providing subsequent service. In such cases, the deposit amount shall equal a sum up to two times the average bill during the preceding six-month period.

C. Interest on Deposits

The rate of interest shall be the rate as established by the Commission.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICE (Cont'd)

1.3.2 Deposits (Cont'd)

D. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

E. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICE (Cont'd)

1.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and in no event 21 days after the billing date. As to any charges that become due and payable outside of the normal billing process, such charges shall become due and payable within 21 days of the charges becoming final. Bills are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If written objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if written objection is not received by the Company within two months after the bill is rendered.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICE (Cont'd)

1.3.4 Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of $30.00.

1.3.5 Late Payment Charges

A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

B. Late payment charges do apply to final accounts.

SECTION 1 – CONNECTION CHARGES (Cont'd)

1.3 PAYMENT FOR SERVICES (Cont'd)

1.3.6 Customer Overpayments and Refunds

A. In the event a customer pays a bill as submitted by the Company and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the company will refund the overcharge with interest from the date of overpayment by the Customer.

B. The refund shall be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final, or if so requested by the customer.

1.3.7 Billing Disputes

Billing disputes should be addressed to Company's Customer Service organization via telephone at 888-943-8282. Customer service representatives are available from 8:00 A.M. to 5:00 P.M. Eastern Standard Time. Messages may be left for Customer Services from 5:01 P.M. to 7:59 A.M. Eastern Standard Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service staff may be paged.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.3 PAYMENT FOR SERVICES (Cont'd)

1.3.8 Dispute Resolution

In the case of any dispute between the Customer and the Company, which cannot be settled to each party's mutual satisfaction, the dispute will be resolved as follows:

A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion of the bill and all subsequent bills must be paid on a timely basis or the service may be subject to disconnection.

B. Second, if the parties remain unable to resolve the disagreement after the review by of the Company, the Customer may appeal the Company's determination to the Commission for its investigation and decision. The address and telephone number of the Commission are:

Kentucky Public Service Commission
Consumer Services Division
211 Sower Blvd.
Frankfort, KY 40601
(502) 564-3940
Toll Free (800) 772-4636

C. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, if the billing dispute is resolved in favor of the Company, any payment withheld pending resolution of the dispute shall be subject to the late payment penalty as set forth, preceding. Further, Customer will not receive any disputed penalty credit.

D. The foregoing dispute resolution process shall be the Customer's sole remedy with regard to any disputes, while financial, service, or otherwise, the Customer may have with the Company.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.4 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e. morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

1.5 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

1.6 TELEPHONE SURCHAGES/TAXES

1.6.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly billing statement as outlined below. If there are other surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the charge will be listed on the Customers bill as a separate line item.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.6 TELEPHONE SURCHARGES/TAXES (Cont'd)

1.6.2 Surcharge for State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. Any changes to these rates will be filed on 15 days' notice to customer and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised schedule as directed or approved by the Commission.

1.6.3 Village or Municipal Surcharge on Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within 5 business days.

Introductions, cancellation, or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the change.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE

Customer may cancel service by providing written notice to Company thirty (30) days prior to cancellation, unless otherwise specified by separate agreement. Customer is responsible for usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.

1.8.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

A. Termination may be made anytime following 10 days after written notification has been mailed to the billing address of the customer.

B. Suspension may be made anytime following 8 days after written notification has been mailed to the customer.

Telephone service shall only be suspended during the hours between 8:00 A.M. and 7:30 P.M., Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or required a deposit unless:

A. The Company has verified, in a manner approved by the Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agency through the end of the period indicated in the notice, and

B. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.4 Termination for Cause Other Than Nonpayment

A. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the Customer's premises under the following conditions:

1) In the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or

2) If, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to the telephone personnel, plant, property or service is occurring, or is likely to occur, or

3) In the event of unauthorized use, where the customer fails to take reasonable steps to prevent unauthorized use of the facilities or service received from the Company, or

4) In the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.4 Termination for Cause Other Than Nonpayment (Cont'd)

B. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1) The use of facilities or service of the Company without payment of tariff charges;

2) Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;

3) The use of profane or obscene language;

4) The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;

5) The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of service;

6) Permitting fraudulent use;

7) Failing to comply with terms of contract between the Company and Customer;

8) Improperly accessing Company records;

9) Failing to comply with CPNI requirements.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.4 Termination for Cause Other Than Nonpayment (Cont'd)

C. Abandonment or Unauthorized Use of Facilities

1) If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

2) In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

a. No charge shall apply for the period during which service has been terminated, and

b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.4 Termination for Cause Other Than Nonpayment (Cont'd)

D. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

1.8.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

1.8.6. Cancellation of Service By Customer

Cancellation of Service by the Customer can be made either verbally or in writing. If made verbally, cancellation must be made in writing within seven days.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.7. Cancellation Prior to Start of Design of Work or Installation of Facilities

If, prior to cancellation by the Customer, the Company incurs any expenses in installing Service or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost the Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and nonrecurring charges, and all amounts others may charge the Company that would have been chargeable to the Customer had Service been initiated.

1.8.8. Cancellation Associated with Special Construction

Where the Company incurs an expense in connection with special construction before it receives a cancellation notice, or where special arrangements of facilities or equipment have begun before the Company receives a cancellation notice, a charge equal to the costs incurred applies. In such cases, the charge applies to allow the Company to recover the otherwise non-recoverable costs of engineering, labor, material, equipment and other related expenses.

1.8.9. Cancellation During Installation

If cancellation occurs between start and completion of installation, the Customer will be responsible for the estimated cost incurred, not to exceed the charge for the minimum period of services ordered and the total Non-Recurring Charges, including Termination charges, applicable to the entire Service, equipment and facilities ordered.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

1.8.10. Cancellation After Installation but Prior to Service Start-up

If cancellation notice is provided after completion of installation but prior to connection for Service, the Customer is responsible for the charges applicable as if the items involved were actually connected for Service, including;

1. All regularly applicable Service Connection Charges and Non-Recurring Charges, and
2. All regularly applicable basic Termination charges in full, and
3. All regularly applicable minimum Service charges, and
4. Any other amounts as may be specified in the Tariff covering the items involved, and
5. Any other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the Applicant/Customer's request.

1.8.11. Subsequent Order Charges Due to Modification

In the case of a Customer initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

1.9.1 Application of Rates

A. Business rates as described in this Tariff apply to service furnished:

1) In office buildings, stores, factories, and all other places of a business nature;

2) 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; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;

3) At any location when the listing or public advertising indicates a business or profession;

4) At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;

5) At any location where the customer resells or shares exchange service;

B. Public Access Line service is classified as business service regardless of the location.

C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

1.9.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in this tariff.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

1.9.3 Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

1.9.4 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

1.10.1 Application of Rates

Residential rates as described in this Tariff apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity of sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

1.10.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.3 Deposits

A. General

Except as provided in (B) following, the Company may require a deposit, as described in this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six-month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of the Company within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone calls.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year of at other regular intervals scheduled at the time of the application. A seasonal customer may be required to post a deposit.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.3 Deposits (Cont'd)

B. Customers Exempt from Deposits

1) A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

2) The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.3 Deposits (Cont'd)

C. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period.

New deposits from a residential Customer are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

1.10.4 Installment Billing For Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.4 Installment Billing For Nonrecurring Charges (Cont'd)

Installment billing is subject to the following restrictions:

A. Installment billing may be used only by residential customers;

B. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;

C. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;

D. More than one installment plan may be in effect for the same customer at the same time;

E. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;

F. A customer may elect to pay the unbilled charges before the expiration of the installment plan;

G. Installment billing payments will continue even when an account is temporarily suspended;

H. No interest or carrying charges will be applied to the outstanding balance during the installment period.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.5 Adjusted Payment Schedule

A customer on fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

1.10.6 Suspension or Termination for Nonpayment

A. Suspension/termination notices may not be issued until at least 26 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.

B. After issuing the written notification in accordance with the terms of this Tariff, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.

C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the period of December 23 through the 26 and December 30 through January 2.

D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPS notice will be mailed no less than six days before termination of total service.

A DPA will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.8 Dishonored Checks

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

1.10.9 Suspension or Termination – Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.

1.10.10 Suspension or Termination – Medical Emergencies

In the event of a medical emergency, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by due date of the bill.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

1.10.11 Suspension or Termination – Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

A. the customer is known to or identified to the Company as being blind or disabled;

B. the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the Protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

1.10.12 Backbilling for Residential Customers

A. The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the later billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.11 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

1.11.1 Backbilling for Business Customers

A. The Company may assess business customers for any previously unbilled service or charges, or adjust upward a bill previously rendered to reflect charges. Customer may not dispute charges on the basis that the charges were not billed at the time services were provided.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

1.12.1 Credit for Interruptions

A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on pro rate basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

1.12.1 Credit for Interruptions (Cont'd)

C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows.

1) if interruption continues for less then 24 hours:

a. 1/30th of the monthly rate if it is the first interruption in the same billing period.

b. 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

2) if interruption continues for more than 24 hours:

a. if caused by storm, fire, flood, or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

b. for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applied to the first 24 hours of the second and subsequent interruptions.

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

1.12.1 Credit for Interruptions (Cont'd)

D. Credit to Customer

Credits shall be applied on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation and shall be identified as a "Service Quality Credit" or "S.Q. Credit".

E. "Interruption" Defined

For the purpose of applying this provision the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspects or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions or measured rate service will not affect the subscriber's local call allowance during a given billing period.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

1.12.2 Limitations on Credit Allowances

No credit allowances will be made for:

A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;

B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;

C. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

D. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;

E. interruptions of service due to circumstances or causes beyond the control of the Company.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.13 AUTOMATIC NUMBER IDENTIFICATION

1.13.1 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.

B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber for the ANI recipient.

C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.13 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

1.13.1 Regulations (Cont'd)

D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

E. Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

F. Violations of any of the foregoing terms and conditions by an ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

1.13.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.14 HEALTH CARE PROVIDERS SUPPORT PROGRAM

1.14.2 General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas.

The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services specified in this Tariff.

Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and codified at 47 Code of Federal Regulations (C.F.R.) 54.601 *et. seq.*, and any amendments made thereto.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.14 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

1.14.2 General (Cont'd)

A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.

C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

D. Responsibility of eligible health care providers:

1) Rural health care providers and consortia shall participate in a competition bidding process for all service eligible for reduced rates in accordance with any state and local procurement rules.

2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

4) A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

5) Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.14 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

1.14.2 General (Cont'd)

E. Responsibility of the Company

1) The Company shall offer the rates and charges as specified in Section 3, to eligible health care providers to the extent that facilities and services are available and offered.

2) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.14 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

1.14.2 Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph C., which shall be available to all eligible health care providers, regardless of location.

A. A reduced rate for telecommunication services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to the commercial customer for a similar service provided over the same distance in the nearest city in Kentucky with a population of at least 50,000.

B. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Kentucky with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

C. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charges are available pursuant to applicable toll tariffs.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.15 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1.15.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Tariff at a discounter rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The FCC's Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.15 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

1.15.2 Regulations

A. Obligations of Eligible Schools and Libraries

1) Requests for Service

a. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

b. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

c. Services requested will be used for educational purposes.

d. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.15 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

1.15.2 Regulations (Cont'd)

A. Obligations of the Company

1) Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with the Rules are included as an attachment to this tariff.

2) Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situation non-residential customers for similar services (lowest corresponding price).

SECTION 1 – GENERAL RULES AND REGULATIONS (Cont'd)

1.15 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

1.15.3 Discounter Rates for Schools and Libraries

A. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.

B. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.

C. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

D. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this tariff.

SECTION 2 – CONNECTION CHARGES

2.1 CONNECTION CHARGE

2.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or different location; or (d) restoral of service after suspension or termination. Connection Charges are listed with each service to which they apply.

Charges for Service Connection include:

A. Service Charge or Record Order Charge
B. Premises Visit Charge
C. Central Office Line or Port Charge or Line or Port Change Charge
D. Installation Charges for jacks used as a Network Interface Standard Network Interface Installation Charge Network Interface Installation Charge
E. Telephone Installation Charge

All charges may not be applicable in all cases.

The general application of these charges is as follows:

A. A Service Order Charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service. The Service Charge applies for connections, moves, changes of equipment or service, changes of telephone number and wherever line or port, installation, connection, initial or other one time charges apply, except where otherwise specified.

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.1 CONNECTION CHARGE (Cont'd)

2.1.1 General (Cont'd)

B. A Premises Visit Charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. A Premises Visit Charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer or to deliver telephones or items of supplemental equipment requested by the customer. When more than one visit is required to complete the work ordered, only one Premises Visit Charge applies. A Premises Visit Charge applies to each premises visited to connect a line between different buildings on different premises, whether or not mileage charges are applicable to such lines.

C. A Central Office Line or Port Charge applies to the connection of lines and mileage circuits as follows:

Access Channel or Port (Central Office Termination), Individual Line or Port, Auxiliary Line or Port, Intercept Line or Port, Off-Premise Line or Port, Trunk or Trunk Port, Centrex Line or Port, Centralized Switching or Centralized Switching Port, Party Line, Public Access Line or Port

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.1 CONNECTION CHARGE (Cont'd)

2.1.2 Exceptions to the Charge

A. No charge applies for a change to service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.

C. The Company may from time to time waive or reduce the charge as part of a promotion.

2.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnection after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work has been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change – including rearrangement or reclassification – of existing service at the same location.

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.4 RECORD ORDER CHARGE

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests where only changes in telephone company records are involved. Record Order Charges apply to the following.

A. addition of directory listings

B. change in listed name

C. change of address

D. change of billing party

E. change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

2.5 CHARGES ASSOCIATED WITH PREMISES VISIT

2.5.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

2.5.1 Terms and Conditions (Cont'd)

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W, and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

2.5.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

SECTION 2 – CONNECTION CHARGES (Cont'd)

2.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

2.5.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

A. Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when the customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

B. Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

2.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

SECTION 3– INTRALATA TOLL USAGE AND MILEAGE CHARGES

3.1 General

3.1.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this SECTION are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling included the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station-to-station calls.

3.1.2 Classes of Calls

Service is offered as two classes: station-to-station calling and person-to- person calling.

A. Station-to-Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.

B. Person-to-Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person-to-person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

SECTION 3 – INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

3.2 TIMING OF CALLS

3.2.1 General

Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.

3.2.2 Station-to-Station

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

3.2.3 Person-to-Person

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

3.2.3 End of Call Timing

Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released with by automatic time equipment in the telephone network or by the Company operator.

3.2.5 Multiple Time Periods

Calls originating in one time period and terminating in another will be billed the rates in effect at the beginning of each minute.

3.2.6 Local Time

All times refer to local time.

SECTION 3 – INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

3.3 TIME PERIODS DEFINED

Time periods are defined within the applicable rate sections.

3.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rates on the airline distance between the originating rate center and the terminating rate center.

3.4.1 Originating Rate Center

A customer's primary local exchange number included an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

3.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

3.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

SECTION 3 – INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

3.4 REGULATIONS AND COMPUTATION OF MILEAGE (Cont'd)

3.4.3 Calculation of Mileage (Cont'd)

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.

b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.

c. Square each difference obtained in step b., above.

d. Add the square of the "V" difference and the "H" difference obtained in step c., above.

e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.

f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

$$\sqrt[2]{\frac{(V_1-V_2)^2 + (H_1-H_2)^2}{10}}$$

SECTION 3 – INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

3.5 CALL CHARGES

Rates are based on the duration of the call as measured according to the Section above, time of day rate period of the call and the airline mileage between points of the call. In addition, where live or automated operator assistance is required for call completion or billing, a per call service charge applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

3.5.1 Usage Charges:

A. Business Two-Point Message Toll Service

See Rate schedule in Section 10 of this tariff.

B. Residence Two-Point Message Toll Service

See Rate schedule in Section 10 of this tariff.

3.5.2 Per Call Service Charges

The service charges listed in the Rate Schedule specified in Section 10 of this tariff apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

SECTION 4 – SUPPLEMENTAL SERVICES

4.1 CUSTOM CALLING SERVICE

4.1.1 General

The features in this section are made available on an individual basis or as part of multiple features packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

4.1.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and from a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.1 CUSTOM CALLING SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

B. Call Forwarding (Cont'd)

Call Forwarding – Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding – Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding – Variable allows the customer to choose to reroute the incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

C. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. it will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

D. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.1 CUSTOM CALLING SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

E. Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group. Circular and uniform hunting can also be selected.

Hunt group charges apply to sequential, circular and uniform hunting and queuing with announcement per queue slot.

F. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

G. Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.1 CUSTOM CALLING SERVICE (Cont'd)

4.1.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 10.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more customer calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 10 of this tariff.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.2 CLASS SERVICES

4.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

4.2.2 Description of Features

A. Caller ID/Block Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and/or screen incoming calls. Caller ID records the name, number, date and time of each incoming call – including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide necessary CPE.

B. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call from the customer.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.2 CLASS SERVICES (Cont'd)

4.2.2 Description of Features (Cont'd)

B. Automatic Callback (Cont'd)

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Called back:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

C. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.2 CLASS SERVICES (Cont'd)

4.2.2 Description of Features (Cont'd)

D. Call Trace

Call Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

E. Selective Call Acceptance, Forwarding, Rejection

Selective Calling affords the customer the ability to specify which of several phones on a line is to receive a message.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.2 CLASS SERVICES (Cont'd)

4.2.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 5, Residential Network Switched Services, and Section 6, Business Network Switched Services.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 10 of this Tariff.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE

4.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

4.3.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and from a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

C. Call Transfer – All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE (Cont'd)

4.3.2 Description of Features

D. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

E. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

F. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The pattern is based on whether the call is from within the station group, external to the station group, forwarded from the attendant position, or from a station with the Call Waiting feature.

G. Distinctive Ringing/Call Waiting Tone (Centrex Only)

This feature applies a distinctive ringing or call waiting tone that enables a user to determine the source of an incoming call. The pattern is based on whether the call is from within the station group, external to the station group, forwarded or extended from the attendant position, or from a station within the Call Waiting feature.

H. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE (Cont'd)

4.3.2 Description of Features (Cont'd)

I. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in MLGH, a regular hunt is performed stating at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

J. Speed Calling (Centrex Only)

This feature allows a user to dial selected numbers using one and two digits. Up to either telephone numbers may be selected.

K. Terminal Group and Station Restriction (Centrex Only)

This feature defines a station's network access capability, either individually within a Centrex group, or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e. intragroup only, toll restriction, etc.

L. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE (Cont'd)

4.3.2 Description of Features (Cont'd)

M. Uniform Call Distribution (Uniform Hunting) (Centrex Only)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

N. Account Codes

This feature adds an account number (code) to an Automatic Measured Accounting (AMA) and/or Measured Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

O. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

P. Uniform Call Distribution (Uniform Hunting)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE (Cont'd)

4.3.2 Description of Features (Cont'd)

Q. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding – Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding – Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding – Variable allows the customer to choose to reroute the incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

R. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. it will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.3 CENTREX SERVICE

4.3.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 10, Residential Network Switched Services, and Section 10, Business Network Switched Services.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 10 of this Tariff.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.4 SERVICE AND PROMOTIONAL TRIALS

4.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring and recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

4.4.2 Regulations

A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.

B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.4 SERVICE AND PROMOTIONAL TRIALS

4.4.2 Regulations (Cont'd)

D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.

E. The Company retains the right to limit the size and scope of a Promotional Trial.

4.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

4.5.1 General

Upon request of a calling party, the Company will verify a busy condition on a called lime. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

4.5.2 Rate Application

A. A Verification Charge will apply when:

1) The operator verifies that the line is busy with a call in progress, or

2) The operator verifies that the line is available for incoming calls.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE (Cont'd)

4.5.2 Rate Application (Cont'd)

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

See Rate Schedule in Section 10 of this tariff.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

4.6 TRAP CIRCUIT SERVICE

4.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE (Cont'd)

4.6.2 Regulations

A. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.

B. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be in emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.

C. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.

D. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

4.6.3 Rates

Upon request for this service, the monthly charge to the customer will be increased by any charges incurred by the Company for the provision of this service.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.7 DIRECTORY ASSISTANCE SERVICE

4.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

4.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

A. Calls from pay telephones.

B. Requests for telephone numbers of non-published service.

C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined in this Tariff, up to a maximum of 50 requests per month.

4.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

See Rate Schedule in Section 10 of this tariff.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by routing the call to the underlying carrier's operator services. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling case. Local calls may be placed on a station-to-station basis or to a specified party (see Person-to-Person) or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

See Rate Schedule in Section 10 of this tariff.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.9 STAND ALONE VOICE MAIL

4.9.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with the line-based service is offered pursuant to the terms specified in the applicable section of this tariff pertaining to the associated line-based service.

4.9.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 10 of this tariff.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.10 BLOCKING SERVICE

4.10.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

A. 900, 700 Blocking – allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.

B. 900, 971, 974, & 700 Blocking – allows the subscriber to block all calls beginning with 900, 971, 974 and 700 prefixes from being placed.

C. Third Number Billed and Collect Call Restriction – provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

D. Toll Restriction (1+ and 0+ Blocking) – provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

E. Toll Restriction Plus – provides subscribers with Toll restriction, as described in 1.d. of this Section, and blocking of 411 calls.

F. Direct Inward Dialing Blocking (Third Party and Collect Call) – provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.10 BLOCKING SERVICE (Cont'd)

4.10.2 Regulations

A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

B. Blocking Service is available where equipment and facilities permit.

4.10.3 Rates and Charges

See Rates Schedule in Section 10 of this tariff.

Connection charges apply as specified in this tariff.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.11 CUSTOMIZED NUMBER SERVICE

4.11.1 General

A. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.

B. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.

C. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.

D. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.

E. The Company reserves and retains the right:

1) To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;

2) Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;

3) To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

4) The limitation of liability provisions of this tariff are applicable to Customized Number Service.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.11 CUSTOMIZED NUMBER SERVICE

4.11.2 Conditions

A. Charges for Customized Number Service apply when a customer:

1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of request.

2) Requests a number change from the customer's present number to a Customized Number.

B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

See Rate Schedule in Section 10 of this tariff.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

4.12.1 General

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

4.12.2 Rates and Charges

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension	Charge
- First Month or Partial Month (no reduction)	Regular Monthly Rate
- Each Additional Month (up to the one-year limit)	½ Regular Monthly Rate

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.13 REMOTE CALL FORWARDING SERVICE

Service Area: Where facilities are available, the service area is defined by the NPA-NXX Codes and Exchanges listed below.

Local Calling Area: Exchanges and zones included in the local calling area for the NXX designations are specified below. NXXs associated with each particular exchange or zone may be found in the directory listings directory published by the incumbent local exchange carrier in the Customer's exchange area.

4.13.1 General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and Electronic Central Office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to an inward WATS (800 Service) access line.

4.13.2 Regulations

A. Remote Call Forwarding service is offered in Electronic offices where facilities permit.

B. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.

C. Remote Call Forwarding is not offered where the terminating number is a coin telephone.

D. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.

E. Transmission may not be satisfactory on all calls.

F. Remote Call Forwarding is not represented as suitable for the transmission of data.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.13 REMOTE CALL FORWARDING SERVICE (Cont'd)

4.13.2 Regulations (Cont'd)

G. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.

H. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection Charge.

I. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.

J. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

4.13.3 Rates and Charges

In addition to the rates specified in Section 10 of this tariff, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charge applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.14 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Subscriber loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configurations with 23 64Kbps Bearer (B) digital channels and one 64 Kbps Data (D) digital channel. The B channels are designed for voice, data, image, and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.5 Mbps) point to point, private line facilities that enables Subscriber control of the 24 individual channels. PRI supports 1+, 0+. 7 digit and 10 digit IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Subscribers to direct InterLATA voice, data and video over the Public Switched Telephone Network to the pre-subscribed IXC carrier of their choice, as well as 10XXX casual dialing. PRI also allows access to Public Switched Network services, such as Two-Way, Incoming Only, Outgoing Only and DID

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Subscribers are able to link up 20 DS-1s together, providing a maximum of 479 64Kbps B Channels controlled by a single D (signaling) channel.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.15 OPERATOR CALL COMPLETION

4.15.1 General

A. This service provides customers who have received a requested IntraLATA telephone number from directory assistance service, the option of having an intraLATA call dialed and completed to that requested telephone number, where suitable facilities exist.

B. Operator Call Completion is available with all telephone numbers in the Company's directory assistance service data base except the following numbers:

1. InterLATA numbers
2. 700, 800, and 900 numbers
3. 976 and 540 (IDS)
4. 920 and 970 (Circuit 9 service) numbers
5. 550 (GBS) numbers
6. Nonpublished service numbers

C. For customers requesting more than one directory assistance number, the Operator Call Completion option is available only to the last telephone number requested.

D. This service is available to residence and business customers on a direct billed, collect, billed to third number or calling card basis.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.15 OPERATOR CALL COMPLETION (Cont'd)

4.15.2 Application of Rates and Charges

A. The charge for Operator Call Completion is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, IntraLATA Toll Calling rates, and calling card, collect and bill to third number incremental charges.

B. The charge for Operator Call Completion applies for each call dialed and completed for the customer except when the calling party is identified as being handicapped and unable to dial the call because of the handicap.

4.16 xDSL TRUNK SERVICE

xDSL Trunk Service provided a Customer with a digital connection operating at varying data rates and effective distance. Each line connection provides 1.5 Mbps downstream and 16 Kbps upstream at 18,000 feet.

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service

Asymmetrical Digital Subscriber Line (ADSL) Service is an access data technology service offered in speed levels of 256 Kbps Down/64 Kbps Up, 384 Kbps Down/384 Kbps Up, 768 Kbps Down/768 Kbps Up, 1.5 Mbps Down/768 Kbps Up and for multi-user applications, 1.5 Mbps Down/768 Kbps Up. The "up" speeds represent "transmission speeds in kilobytes from the customer designated location (CDL) to the Company's ADSL connection point, which the "down" speeds represent "transmission speeds in kilobytes and megabits," from the Company's ADSL connection point to the CDL. The connection point is the aggregation point designated by the Company for connecting multiple Company ADSL serving wire centers via the backbone network services to the CDL.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 xDSL TRUNK SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service

4.16.2 Service Provisions

ADSL Service is provisioned over existing Company copper facilities and transported to the Company's backbone network. ADSL Service provides a connection from the customer designated location (CDL) to the ADSL connection point.

Access from the Company's ADSL connection point will be provided via Frame Relay Service, where facilities permit. A customer may utilize their existing Frame Relay Service or may submit any order to establish new facilities. The associated rates and charges for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate elements. The Company will qualify the ADSL Service between the CDL and the serving wire center. The purpose of qualification is to determine the availability and suitability of existing Company copper facilities to provide the service. The Company will not provision this service on facilities which are not suitable for ADSL.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.2 Service Provisions (Cont'd)

The Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data. ADSL will be provided subject to the availability and limitations of Company wire centers and outside plant facilities and is only available where technical capabilities permit such facility distance and type of physical plant.

4.16.1.3 Responsibility of the Company

The Company will provision and maintain ADSL service for the customer up to and including the Network Interface Device (NID).

4.16.1.4 Rights of the Company

The Company will not provision ADSL service if the Company reasonably determines that (a) it is not technically feasible over existing facilities or (b) it will cause interference problems with existing services. During the Company's network maintenance and software updates period, it may be necessary to place the ADSL wire center out of service. The Company reserves the right to temporary interrupt ADSL Service at other times in emergency situations.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.5 Customer Provided Equipment

The customer is responsible for providing compatible customer provided equipment (CPE) that is used for connection to ADSL Service. The customer is responsible for providing the Company with the necessary information (e.g., Data Link Connection Identifiers(s) (DLCI), Permanent Virtual Circuit (PVC) and/or Internet Protocol) to provision ADSL Service. The customer ordering ADSL Service on behalf of its subscribers must obtain a letter of agency. The customer will be responsible for obtaining permission from its subscriber(s) for the Company's agents or employees to enter the customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of the service, removing the service components of the Company.

4.16.1.6 Rate Regulations

A. Rate Elements

A nonrecurring charge and a monthly rate apply for the installation of ADSL Service. The nonrecurring charge is also applicable when changing bandwidth.

ADSL Service is available in five service level packages, and is based on the "downstream and upstream" speeds chosen by the customer. The service levels are Bronze, Silver, Gold, Platinum and Platinum Plus. The Platinum Plus is available for multi-user applications. A customer may have multiple packages.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

A. Rate Elements (Cont'd)

	Downstream	Upstream
ADSL	640 Kbps	384 Kbps
ADSL Gold	768 Kbps	768 Kbps
ADSL Platinum	1.5 Mbps	768 Kbps
ADSL Platinum Plus	1.5 Mbps	768 Kbps

Data speeds set forth above are peak periods. Actual speeds may be affected by loop distance and other factors, therefore, data speeds are not guaranteed.

B. Rate Application

ADSL Service is based on the following volume levels: 1 to 499, 500 to 1500 and Over 1500. The regulations applicable to ADSL Service provided under a TVP arrangement are specified under 16.6(F)(3). Various ADSL Service Package levels (i.e. Bronze, Gold, etc.) will be combined to determine the volume level for rate application. Customers with more than one ADSL Service with different term periods will not be aggregated for determining the volume level rate.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

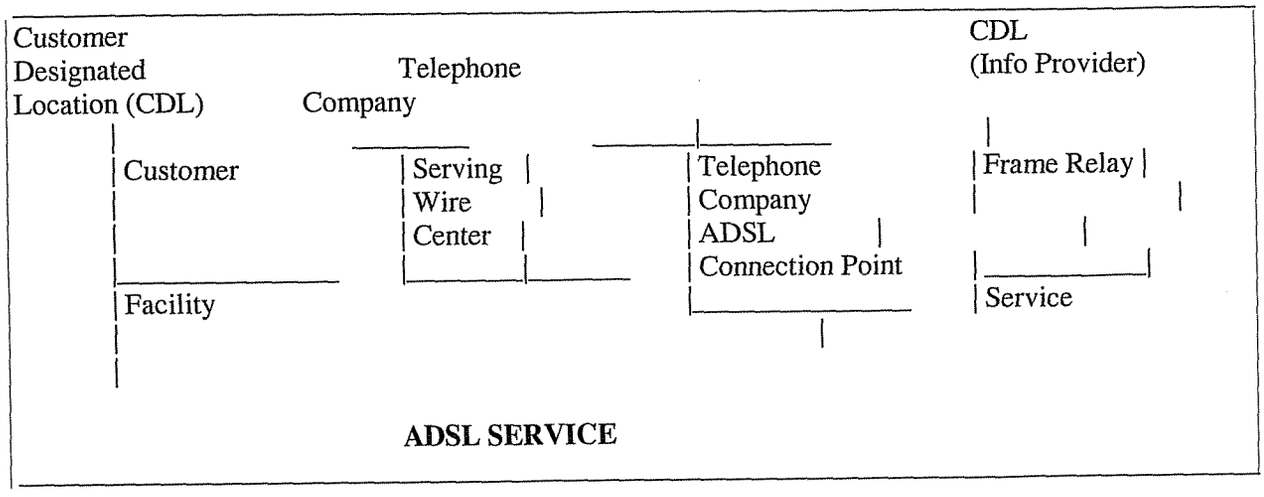
4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

B. Rate Application (Cont'd)

Access to ADSL Service will be provided via Frame Relay Service. The associated regulations, rates and charges for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate elements.

The following diagram depicts a typical ADSL configuration:



ADSL SERVICE

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SECTION 4– SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

C. Term and Volume Plan (TVP)

1) Description

The terms and conditions specified herein are applicable to ADSL Service and are in addition to other regulation as specified in this tariff.

The ADSL Term and Volume Plan (TVP) will allow customers discounted access rates based upon the volume and term commitment. Rates will be based upon the TVP selected by the customer.

Term plans of one (1) and three (3) years are available to all customers at applicable rates set forth in the tariff regardless of when the subscription is made for an ADSL Service TVP arrangement. The customer must designate on the order the type of payment plan selected.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

C. Term and Volume Plan (TVP) (Cont'd)

2) Rate Application

Upon expiration of a TVP period, the customer may choose a new TVP period, convert to month-to-month or terminate service. The month-to-month rates will be those that are in effect at the time of conversion. If the customer fails to make a choice by the end of the TVP period, the ADSL Service will continue billing at the existing term and volume commitment level rates and a new TVP period will begin based on the previously effective term and volume commitment. All terms and conditions, including Termination Liabilities, will apply to the new TVP period.

Conversion to a month-to-month or different TVP period will require the customer to submit a change order. Conversion of existing TVP service to a different TVP period will be allowed without application of any nonrecurring charges.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

C. Term and Volume Plan (TVP) (Cont'd)

3) Changes in Length of TVP Period

The customer may elect to convert to a new TVP period subject to the following conditions:

a) Credit will not be given toward the new payment period for payments made under the original TVP agreement.

b) Nonrecurring charges will not be reapplied for existing services.

c) If the new TVP period is shorter in length than the time remaining under the existing TVP, the charge to the new TVP period constitutes a discontinuance of the existing TVP service and termination liability charges apply.

4) Rate Changes

The customer may terminate the TVP without penalty or liability should the rates increase during the term of the existing TVP, with the exception of rate changes that may occur as a result of FCC presubscription for rate increases.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

C. Term and Volume Plan (TVP) (Cont'd)

5) Annual Review

Each customer's TVP will be reviewed annually. The customer will be notified as to the status of the TVP if the in-service quality of ADSL Service falls below the current volume level. The volume level requirements will be met if the total number of in-service ADSL Services falls within the ranges specified on 16.6.(N)(2). Where the customer has less than the required quantity for a specified discount, charges will be applied based on the in-service volume.

If the total number of ADSL Services in service qualifies the customer for a different TVP rate, the customer will have the option of increasing the commitment quantity for the remainder of the plan.

6) TVP Conditions

After enrolling in the plan, the customer may delete or add ADSL Services rated at the specified term period/threshold level rate at any time during the plan. For example, if the customer subscribes to a 3 year TVP at 500-1500 ADSL Service threshold level, ADSL Services may be added at any time at the 3 year 500-1500 threshold rate level.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

C. Term and Volume Plan (TVP) (Cont'd)

(7) Shortfall Charges for Failing to Meet Commitment
At the annual review, if the total volume in service does not meet the volume commitment, a payment equal to the difference between the TVP rate and the month-to-month rate that would have been charged for service not under the TVP plan plus 10% will be assessed. The payment will be calculated using the prorated ADSL Service aggregation quantity at the time of review. The customer may choose to increase the volume commitment within 30 days after enrollment to the TVP and continue the TVP arrangement or choose to be billed on a going forward basis under either a different TVP or under the month-to-month rates. If, after 30 days, the TVP volume levels are not met, the TVP will be automatically changed to the standard month-to-month rates.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service (Cont'd)

4.16.1.6 Rate Regulations (Cont'd)

(8) Termination Liability

When a TVP service is discontinued prior to the end of the commitment period, termination liability charges will apply, as set forth below, based on the remainder of the TVP period in effect at time of disconnect.

One Year TVP – Prorated payment based on the ADSL Service Level Package mix times the number of remaining months of the first year's recurring charges.

Three Year TVP – Prorated payment based on the ADSL Service Level Package mix times the number of remaining months of the first, second and third years' recurring charges.

SECTION 4 – SUPPLEMENTAL SERVICES (Cont'd)

4.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE (Cont'd)

4.16.2 High Bit Rate Digital Subscriber Line (HDSL) Service

High Bit Rate Digital Subscriber Line (HDSL) Service is a symmetrical access data technology service offered at a speed level of 768 Kbps, both upstream and downstream, over a single pair. Additionally, two (2) pair lines can be multiplexed together to achieve rates of 1.544 Mbps, equivalent to a T-1 Trunk.

4.16.3 Single Line Digital Subscriber Line (SDSL) Service

Single Line Digital Subscriber Line (SDSL) Service is an access data technology similar to HDSL that used only one (1) pair line. SDSL can achieve the same throughput as HDSL with half the lines, but at shorter distances – 10,000 feet compared to 12,000 feet for HDSL.

4.16.4 Very High Rate Digital Subscriber Line (VDSL) Service

Very High Rate Digital Subscriber Line (VDSL) Service is an access data technology used for the very shortest distances and can achieve speed levels of 13 Mbps under 4,000 feet and up to 52 Mbps at 1,000 feet. Each line connection provides access to the Wide Area Network (WAN) or Internet connection over a high–speed unbundled pair of copper lines.

4.16.5 Rate Adaptive Digital Subscriber Line (RADSL) Service

Rate Adaptive Digital Subscriber Line (RADSL) Service is a data transmission technology that supports both asymmetric and symmetric applications on a single pair and allows adaptive data rates.

4.16.6 ISDN Digital Subscriber Line (IDSL) Service

ISDN Digital Subscriber Line (IDSL) Service is an access data technology that uses ISDN technology to deliver symmetric transmission speeds of 128 Kbps on copper loops as long as 18,000 feet. IDSL works may be used with most ISDN customer equipment.

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES

5.1 GENERAL

Residential Network Switched Services provide a residential customer with a connection to the Company's switching network which enables a customer to:

A. place and receive calls from other stations on the public switched telephone network;

B. access the Company's local calling service;

C. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and

D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If a customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA tolls calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS

The following Residential Network Switched Services Options are offered:

Residential Measured Rate Service

All Residential Network Switched Services may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service features are offered to Residential Network Switched Services Subscribers:

Three Way Conference, Consultation, Transfer
Call Forward Busy
Call Forward Don't Answer
Call Forward Variable
Call Waiting (Terminating, and Originating)
Cancel Call Waiting
Distinctive Ringing
Speed Calling (One/Two Digit)

The following Supplemental Service features are offered to Residential Network Switched Services Subscribers:

Remote Call Forwarding

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS (Cont'd)

The following features are available with Residential Line Service at an additional charge:

HUNT GROUP CHARGES	HUNT LINE CHARGES
Sequential Hunting	Sequential Hunting
Circular Hunting	Circular Hunting
Uniform Hunting	Uniform Hunting
Queuing With Announcement	
Per Queue Set	

The following CLASS features are offered to Residential Network Switched Services Subscribers:

Caller ID
Block Caller ID
Automatic Callback
Automatic Recall
Call Trace
Selective Call Acceptance, Forwarding, Rejection

Charges for Residential Network Switched Services include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to Measured Rated Service, in addition to other rate elements described above.

The following Advanced Features are available for an additional charge:
1) Voice messaging; and
2) 6-Way Conference per line.

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS (Cont'd)

5.2.1 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge.

A. Description

Each Measured Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Measure Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Measured Rate Service has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionally:	Two-way, In-Only, or Out-Only, as specified by the customer.

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS (Cont'd)

5.2.1 Measured Rate Service (Cont'd)

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 10 of this Tariff, service order charges apply. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Center for the link used to serve the customer. If the customer is served through a Number Portability Agreement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability agreement.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and the usage charged for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 10 of this Tariff .

SECTION 5 – RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS (Cont'd)

5.2.1 Measured Rate Service (Cont'd)

C. Local Measured Service Time Periods (Cont'd)

See Time Periods and Rate Schedule in Section 10 of this Tariff.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES

6.1 GENERAL

Business Network Switched Services provide a business customer with a connection to the Company's switching network which enables the customer to:

A. receive calls from other stations on the public switched telephone network;

B. access the Company's local calling service;

C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and

D. access the service of providers of interexchange service or intra-LATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Information Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

Business Network Switched Services is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Services channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges apply to all services on a one-time basis unless waived pursuant to this Tariff.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS

The following Business Access Service Options are offered:

Basic Business Line Service
Public Access Lines Service
PBX Trunks
Centrex Service

Basic Business Line Service, PBX Trunks, and Centrex service are offered with measured rate local service.

All Business Network Switched Services may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following features are available with Business Line Service for an additional charge:

Three Way Conference, Consultation
Call Forwarding (Variable, Busy Line, Don't Answer)
Call Hold
Call Park
Call Pick-up
Call Transfer
Call Waiting (Terminating and Originating)
Cancel Call Waiting
Speed Calling One Digit
Speed Calling Two Digit
Distinctive Ringing

The following supplemental service features are offered to business network switched services subscribers for an additional charge:

Remote Call Forwarding

SECTION 6– BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

The following features are available with Business Line Service:

HUNT GROUP CHARGES	HUNT LINE CHARGES
Sequential Hunting	Sequential Hunting
Circular Hunting	Circular Hunting
Uniform Hunting	Uniform Hunting
Queuing With Announcement	
Per Queue Set	

The following CLASS features are offered to Business Network Switched Services Subscribers:

Caller ID
Block Caller ID
Automatic Callback
Automatic Redial
Call Trace
Selective Acceptance, Forwarding, Rejection

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.1 Basic Business Line Service

A. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

The following Advanced Features are available at an additional charge:
1) Voice Messaging; and 2) 6-Way Conference per line.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)
Directionally:	Two-way, In-Only, or Out-Only, at the option of the customer.

B. Measured Rate Basic Business Line Service

1) Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.1 Basic Business Line Service (Cont'd)

B. Measured Rate Basic Business Line Service

2) Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Agreement, the monthly charge to the customer will be increased by the applicable charge from the incumbent Local Exchange Carrier to the Company of the Number Portability Agreement.

3) Usage Charges

See Rate Schedule in Section 10

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the line used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Agreement.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service

A. General

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of the service
Signaling Type:	Loop, Ground, E&M, I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

B. Measured Rate PBX Trunks

1) Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply. Charge for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Service to customers may require the use of a line (and, or) number portability arrangements from the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

B. Measured Rate PBX Trunks (Cont'd)

2) Recurring and Nonrecurring Charges (Cont'd)

Terminal Numbers:
1-20 lines in terminal group
100 lines in terminal group

Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

C. DS1 PBX Trunk Service

1) Description

DS1 PBX Trunk Service provides a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each DS1 PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Loop, Ground, E&M, I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming or Out-Going Only, as specified by the customer.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

C. DS1 PBX Trunk Service (Cont'd)

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 10 of this Tariff, service order charges apply as described in Section 3 of this tariff. Charge for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the Company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

3) Measured Usage Charges

Measured usage charges for DS1 Trunks are the same as those indicated for a basic business line.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

D. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS (R) switch. The path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.4 Centrex Service

A. Description

Centrex Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex Service enables station lines on the customer's premises. Centrex Service enables the customer to originate and receive calls within its system at no additional charge. Local measured usage charges apply to all other local calls.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60, and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of the service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.4 Centrex Service (Cont'd)

B. Features

The Centrex customer is provided with standard features as part of the Centrex line and can purchase optional features at an additional charge.

The following Centrex features are available to the customer of Centrex Service and are included in the Centrex line charge:

STANDARD FEATURES

Three-Way Conference, Consultations, Transfer
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Permanent Hold
Call Hold
Call Park
Call Pick-up
Call Waiting Terminating
Call Waiting Originating
Speed Calling One Digit
Speed Calling Two Digit

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.4 Centrex Service (Cont'd)

B. Features (Cont'd)

The following Centrex features are available to the customer of Centrex Service at an additional charge:

OPTIONAL FEATURES

Hunt Group Charge
Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement per Queue

Hunting Line Charge
Sequential Hunting
Circular Hunting
Uniform Hunting

Advance Features Line Charge
Voice Messaging
6 Way Conference Per Arrangement

CLASS Features Line Charge
Caller ID
Block Caller ID
Auto Callback
Call Trace

Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

CLASS Features Usage Charge
Caller ID
Block Caller ID
Auto Callback
Auto Recall

Call Trace Per Activation
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

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SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.4 Centrex Service (Cont'd)

C. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to service the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

SECTION 6 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.5 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges will apply. If the customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS

7.1 LIFELINE TELEPHONE SERVICE

7.1.1 Basic Lifeline Service

This low price individual message rate service provides a full waiver of the $3.50 federal subscriber line charge. There is no monthly allowance for local calls. Primary area and home region calls are untimed. Extended area calls (where available) are timed.

7.1.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs:

Aid to Families with Dependent Children (AFDC)
Food Stamps
Home Energy Assistance Program (HEAP)
Medicaid
Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the appropriate state agencies and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted Lifeline rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.1 LIFELINE TELEPHONE SERVICE (Cont'd)

7.1.2 Eligibility (Cont'd)

Lifeline services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Lifeline discount is credited as of the service connection date.

An individual's eligibility may be documents by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

7.1.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of a new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 7.2, following.

Service connection charges do not apply to change existing service from:

A. Message Rate Service to Basic Lifeline service;

B. Basic Lifeline service to Message Rate Service.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to $30.00, subject to the following eligibility criteria:

A. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in this tariff;

B. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;

C. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

7.3.1 General

The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

7.3.2 Certification

A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Kentucky.

7.3.3 Locating Equipment

The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)

7.3.4 Purchase Price

The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

7.3.5 Purchase Terms

The Company will also advise the customer who requests the equipment of the applicable terms for purchase.

7.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

7.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local measured rate service.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)

7.4.2 Certification

Acceptable certifications are:

A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Kentucky, or

B. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)

7.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Explanation of Terms, "Handicapped Person," for a listing of necessary qualifications.

7.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

7.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

7.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.6 TELECOMMUNICATIONS RELAY SERVICE

7.6.1 General

The Company will provide access to a telephone relay center for Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

7.6.2 Regulations

A. Only intrastate calls can be completed using the Kentucky Telecommunications Relay Service under the terms and conditions of this tariff.

B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.

C. Calls through the Relay Service may be billed to a third number only if that number is within the State of Kentucky. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.6 TELECOMMUNICATIONS RELAY SERVICE

7.6.1 General

The Company will provide access to a telephone relay center for Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

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C. Calls through the Relay Service may be billed to a third number only if that number is within the State of Kentucky. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.6 TELECOMMUNICATIONS RELAY SERVICE (Cont'd)

7.6.2 Regulations (Cont'd)

D. The following calls may not be placed through the Relay Service:

1) calls to informational recordings and group bridging service;

2) calls to time or weather recorded messages;

3) station sent paid calls from coin telephones; and

4) operator-handled conference service and other teleconference calls.

7.6.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend, and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer, or by any other person, for any loss or destruction of any property whatsoever, whether covered by the customer or others, or for any personal injury or death of, any person. Not withstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

7.6.4 Telecommunications Relay Services Surcharge

American Telephone Company LLC will impose a supplemental charge of ten cents per month per line for all subscriber lines other than Centrex-type lines, and a charge of one cent for each Centrex-type line, effective with bills rendered on or after June 1, 2002 or at the beginning of the first cycle after June 1, 2002.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

7.7.1 General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the State of Kentucky at a special rate or to place calls from a telephone outside of the Company's territory, but within the State of Kentucky at rates applicable to the territory from which the call is made.

7.7.2 Rates

Within the Company's Territory:
Station-to-station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside the Company's Territory, but within Kentucky:
All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

7.7.3 Qualification

The following criteria will be used to determine eligibility for the Special Credit Card:

A. "Legally Blind" – those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter or visual field subtends an angular distance no greater than 20 degrees.

B. "Physically Handicapped" – those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

SECTION 7 – SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd)

7.7.3 Qualification (Cont'd)

C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician ophthalmologist or optometrist.

7.7.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.

B. Another party may agree to accept responsibility for payment of charges incurred through use of at the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within the Company's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

SECTION 8 – SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION

8.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

a. nonrecurring charges;
b. recurring charges;
c. termination liabilities; or
d. combinations of a, b, and c.

8.1.2 Basis for Cost Computation

The costs referred to in 8.1.1 preceding may include one or more of the following items to the extent they are applicable:

A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:

1) equipment and materials provided or used;
2) engineering, labor, and supervision;
3) transportation; and
4) rights of way and/or any required easements

B. Costs of maintenance.

C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.1 SPECIAL CONSTRUCTION (Cont'd)

8.1.2 Basis for Cost Computation (Cont'd)

D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.

E. License preparation, processing, and related fees.

F. Tariff preparation, processing, and related fees.

G. Any other identifiable costs related to the facilities provided; or

H. An amount for return and contingencies.

8.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the customer.

A. The period on which the termination liability is based is the estimated service life of the facilities provided.

SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.1 SPECIAL CONSTRUCTION (Cont'd)

8.1.3 Termination Liability (Cont'd)

B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:

a. equipment and materials provided or used;
b. engineering, labor, and supervision;
c. transportation; and
d. rights of way and/or any required easements;

2) license preparation, processing, and related fees;

3) tariff preparation, processing, and related fees;

4) cost of removal and restoration, where appropriate; and

5) any other identifiable costs related to the specially constructed or rearranged facilities.

C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 8.1.3 B. preceding, by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 8.1.3 B. preceding shall be adjusted to reflect the predetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred or charged to the Company will apply. If installation is started during regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

8.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from the tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in this Tariff. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

SECTION 9 – DIRECTORY

9.1 ALPHABETICAL DIRECTORY

9.1.1 Main Listings

A. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.

B. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.

C. Listings provided without charge are as follows:

1) One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.

2) One listing for each PBX or interconnecting system.

D. The name listed in the directory has no bearing on who is responsible for payment or the account associated with the number being listed.

SECTION 9 – DIRECTORY (Cont'd)

9.1 ALPHABETICAL DIRECTORY (Cont'd)

9.1.2 Composition of Listings

A. Listings are limited to information essential to the identification of the listed party.

B. Addresses

1) Each listing normally includes the number and street name location where the telephone service is furnished. The name of a building may be shown in case of buildings commonly known by name.

2) Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.

C. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

9.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

SECTION 9 – DIRECTORY (Cont'd)

9.1 ALPHABETICAL DIRECTORY (Cont'd)

9.1.3 Types of Listings (Cont'd)

A. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

B. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

C. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form ("See ....") in lieu of a duplicate listing.

D. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

SECTION 9 – DIRECTORY (Cont'd)

9.1 ALPHABETICAL DIRECTORY (Cont'd)

9.1.3 Types of Listings (Cont'd)

E. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

F. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.

SECTION 9 – DIRECTORY (Cont'd)

9.1 ALPHABETICAL DIRECTORY (Cont'd)

9.1.4. Non-Published Service

A. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

B. Regulations

1) Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.

2) The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

SECTION 9 – DIRECTORY (Cont'd)

9.1 ALPHABETICAL DIRECTORY (Cont'd)

9.1.4. Non-Published Service (Cont'd)

B. Regulations (Cont'd)

3) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.

4) The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

SECTION 9 – DIRECTORY (Cont'd)

9.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

9.4 LIABILITY OF THE COMPANY FOR ERRORS

9.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

9.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

SECTION 9 – DIRECTORY (Cont'd)

9.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

9.4.2 Allowance for Errors (Cont'd)

A. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

B. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

C. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

SECTION 10 – RATES & CHARGES

10.1 CURRENT RATES

Service Order Charge:

	Business	Residence
Service Order Charge	$56.00	$16.00
Record Order Charge	$35.90	$10.00

Premises Visit Charge:

	Business	Residence
Per 15 minute increment	$19.00	$12.50

	Business	Residence
Central Office Line or Port Charge:		$39.00
Business 1 – 9 lines or Ports connected	$50.05	
Each Line or Port over 99	$35.90	

RESTORAL CHARGE

Business	Residence
$79.00	$36.00

MOVES, ADDS, AND CHANGES

Residence Charge per order:	Move	Add	Change
First	$20.00	$20.00	$20.00
Additional	$20.00	$20.00	$20.00

Business Charge per order:	Move	Add	Change
First	$20.00	$20.00	$20.00
Additional	$20.00	$20.00	$20.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

CHARGES ASSOCIATED WITH PREMISES VISIT

Trouble Isolation Charge

	First	Additional
Per Premises Visit, Residence: (per 15 min. increment)	$20.00	$20.00
Per Premises Visit, Business: (per 15 min. increment)	$20.00	$20.00

Inside Wire Maintenance and Installation

	First	Additional
Per Premises Visit, Residence: (per 15 min. increment)	$20.00	$20.00
Per Premises Visit, Business: (per 15 min. increment)	$20.00	$20.00

INTRALATA TOLL USAGE AND MILEAGE CHARGES

Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

Customer Dialed Call	$0.30
Person-to-Person	$1.95
3rd Number Billed	$0.80
All other Operator Assistance	$0.65

Usage Sensitive Rates

Rate Mileage	Initial 1 Minute	Each Additional Minute
1-10	$.2712	$.2394
11-22	$.2872	$.2712
23-55	$.3033	$.2872
56-124	$.3352	$.3191
125-292	$.3668	$.3510
293+	$.3830	$.3670

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS LOCAL RATES (ALL CALL AREAS)

	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Additional Period	Initial Period	Add'l Period	Initial Period	Add'l Period
0-8 Miles	$0.24	$0.08	$0.15	$0.08	$0.09	$.06
9-13 Miles	$0.30	$0.09	$0.19	$0.09	$0.11	$.06
14-44 Miles	$0.32	$0.20	$0.20	$0.14	$0.12	$.08
45+ Miles	$0.32	$0.25	$0.20	$0.16	$0.12	$.10

DAY 8AM-5PM MONDAY-FRIDAY*

EVENING 5PM-11PM MONDAY-FRIDAY*
5PM-11PM SUNDAY*
All day Christmas, New Years, Thanksgiving, Independence, and Labor Days

NIGHT & WEEKEND 8AM SATURDAY-5PM SUNDAY*
11PM-8AM EVERY DAY*

*The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

SUPPLEMENTAL SERVICES

CUSTOM CALLING SERVICE

Connection Charges (Nonrecurring Charges)	$10.00

CLASS SERVICES

Connection Charges (Nonrecurring Charges)	$10.00
Centrex Service Connection Charge	$10.00

BUSY LINE VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request	$1.00
Interrupt Charge, each request	$1.25

TRAP CIRCUIT SERVICE

Per Request:	$30.00

DIRECTORY ASSISTANCE SERVICE

The directory assistance charge applies after the call allowance of two calls per line.

Local, per request	$1.50

LOCAL OPERATOR SERVICE

Customer Dialed Calling Card	$0.35
Operator Station-to-Station	$0.40
Person-to-Person	$3.00
3rd Number Billed	$1.25
Collect Calls	$1.50
All other Operator Service	$1.50

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

STAND ALONE VOICE MAIL SERVICE

Recurring and Nonrecurring Charges

Per Individual Mail Address:

	Residence	Business
Nonrecurring Charge	$30.00	$30.00
Recurring Charges: -Month to Month	$5.00	$12.00

BLOCKING SERVICE

	Nonrecurring Charges
900 and 700 Blocking	
-Residential	$25.00
-Business (up to 200 lines)	$50.00
900, 971, 974, and 700 Blocking	
-Residential	$25.00
-Business (up to 200 lines)	$50.00

	Monthly Charges
Third Number Billed and Collect Call Restriction	
-Residential	$20.00
-Business (up to 200 pines)	$20.00
Toll Restriction	
-Residential	$20.00
-Business (up to 200 pines)	$20.00
Toll Restriction Plus	
-Residential	$20.00
-Business (up to 200 pines)	$20.00
Direct Inward Dialing Blocking (Third Party and Collect Call)	
-Initial Activation	$25.00
-Subsequent Activation (per line)	$20.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

CUSTOMIZED NUMBER SERVICE

Set-up Charges	
Residential Customer	$25.00
Business Customer	$50.00

REMOTE CALL FORWARDING SERVICE

Nonrecurring Charges	
- Service Connection	$50.00
- Change of telephone number to which calls are forwarded, per occasion	$25.00
- Change of Directory Listing, per occasion	$25.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

INTEGRATES SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) SERVICE

The following rates and charges are in addition to the appropriate individual Business Message, Business Flat Rate, Residential Message Rate, and Residential Flat Rate rates and charges.

	Monthly Recurring Charge	Installation Charge
Basic Charges		
Per ISDN Basic Exchange Service Line	$25.00	$25.00
Circuit Switched Voice	$25.00	$25.00
Circuit Switched Data Only	$15.00	$15.00
High Speed Packet Switched	$25.00	$25.00
Low Speed Packet Switched	$15.00	$50.00

RESIDENTIAL NETWORK SWITCHED SERVICES

Flat Rate Service (Residential Only) - Basic Local Service Charge Per Month

	Monthly Recurring
Standard Rates:	
Individual	
Basic Svc Access Line	$ 7.50
Local Usage	$ 7.50
Total	$15.00
Trunk	
Basic Svc Access Line	$7.50
Local Usage	$7.50
Total	$15.00
Rates for lines eligible for Lifeline Service	
Individual	
Basic Svc Access Line	$5.00
Local Usage	$7.50
Total	$12.00

ECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

Message Rate Service – Basic Local Service Charge Per Month

Individual	
Basic Lifeline	$2.50
Basic Message	
Auxiliary	$5.00
Trunk	
Per call charge (after first)	$0.25

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

Custom Calling Features:

	Recurring Monthly	Nonrecurring First	Nonrecurring Add'l.
Standard Features – Per Line:			
Three-Way Conference, Consultation, Transfer	$6.00	$50.00	$50.00
Call Forwarding Variable	$6.00	$50.00	$50.00
Call Forwarding Busy Line	$6.00	$50.00	$50.00
Call Forwarding Don't Answer	$6.00	$50.00	$50.00
Call Hold	$6.00	$50.00	$50.00
Call Waiting Terminating	$6.00	$50.00	$50.00
Call Waiting Originating	$6.00	$50.00	$50.00
Speed Calling One Digit	$6.00	$50.00	$50.00
Speed Calling Two Digit	$6.00	$50.00	$50.00
Distinctive Ringing	$6.00	$50.00	$50.00
Tiered Features:			
Any 3 Standard Features	$6.00	$50.00	$50.00
Any 4 Standard Features	$6.00	$50.00	$50.00
Any 5 Standard Features	$6.00	$50.00	$50.00
Any 6 Standard Features	$6.00	$50.00	$50.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

Custom Calling Features: (Cont'd)

Hunt Group Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Sequential Hunting	$10.00	$10.00	$10.00
Circular Hunting	$10.00	$10.00	$10.00
Uniform Hunting	$10.00	$10.00	$10.00
Queuing with Announcement (per Queue Slot)	$10.00	$10.00	$10.00

Hunting Line Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Sequential Hunting	$10.00	$10.00	$10.00
Circular Hunting	$10.00	$10.00	$10.00
Uniform Hunting	$10.00	$10.00	$10.00

Advanced Features Line Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Voice Messaging	$10.00	$10.00	$10.00
6-Way Conferencing (Per Line)	$10.00	$10.00	$10.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

Custom Calling Features: (Cont'd)

	Recurring	Nonrecurring	
	Monthly	First	Additional
CLASS Features Line Charge:			
Caller ID	$6.00	$25.00	$25.00
Block Caller ID (Per Call Only)	$0.00	$ 0.00	$ 0.00
Auto Callback	$6.00	$25.00	$25.00
Auto Recall	$6.00	$25.00	$25.00
Call Trace	$6.00	$25.00	$25.00
Selective Call Acceptance	$6.00	$25.00	$25.00
Selective Call Forwarding	$6.00	$25.00	$25.00
Selective Call Rejection	$6.00	$25.00	$25.00

CLASS Features Usage Charge:	Per Use
Caller ID	$1.50
Block Caller ID	$1.50
Auto Callback	$1.50
Auto Recall	$1.50
Call Trace	$1.50
Selective Call Acceptance	$1.50
Selective Call Forwarding	$1.50
Selective Call Rejection	$1.50

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES

Measured Rate Basic Business Line Service

Remote Call Forwarding	
- Terminating	$25.00
- Terminating Paths	$25.00
- Originating	$25.00
- Originating Paths	$25.00

BUSINESS NETWORK SWITCHED SERVICES

Custom Calling Features:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Standard Features – Per Line:			
Three-Way Conference, Consultation, Transfer	$7.50	$50.00	$50.00
Call Forwarding Variable	$7.50	$50.00	$50.00
Call Forwarding Busy Line	$7.50	$50.00	$50.00
Call Forwarding Don't Answer	$7.50	$50.00	$50.00
Call Hold	$7.50	$50.00	$50.00
Call Park	$7.50	$50.00	$50.00
Call Pick-up	$7.50	$50.00	$50.00
Call Transfer	$7.50	$50.00	$50.00
Call Waiting Terminating	$7.50	$50.00	$50.00
Call Waiting Originating	$7.50	$50.00	$50.00
Speed Calling One Digit	$7.50	$50.00	$50.00
Speed Calling Two Digit	$7.50	$50.00	$50.00
Distinctive Ringing	$7.50	$50.00	$50.00
Tiered Features:			
Any 3 Standard Features	$15.00	$50.00	$50.00
Any 4 Standard Features	$15.00	$50.00	$50.00
Any 5 Standard Features	$15.00	$50.00	$50.00
Any 6 Standard Features	$15.00	$50.00	$50.00
Any 7 Standard Features	$15.00	$50.00	$50.00
Any 8 Standard Features	$15.00	$50.00	$50.00
Any 9 Standard Features	$15.00	$50.00	$50.00
Any 10 Standard Features	$15.00	$50.00	$50.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

Custom Calling Features: (Cont'd)

Hunt Group Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Sequential Hunting	$10.00	$10.00	$10.00
Circular Hunting	$10.00	$10.00	$10.00
Uniform Hunting	$10.00	$10.00	$10.00
Queuing with Announcement (per Queue Slot)	$10.00	$10.00	$10.00

Hunting Line Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Sequential Hunting	$10.00	$10.00	$10.00
Circular Hunting	$10.00	$10.00	$10.00
Uniform Hunting	$10.00	$10.00	$10.00

Advanced Features Line Charge:

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Voice Messaging	$10.00	$10.00	$10.00
6-Way Conferencing (Per Line)	$10.00	$10.00	$10.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

Custom Calling Features: (Cont'd)

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
CLASS Features Line Charge:			
Caller ID	$7.50	$50.00	$50.00
Block Caller ID (Per Call Only)	$0.00	$ 0.00	$ 0.00
Auto Callback	$7.50	$50.00	$50.00
Auto Recall	$7.50	$50.00	$50.00
Call Trace	$7.50	$50.00	$50.00
Selective Call Acceptance	$7.50	$50.00	$50.00
Selective Call Forwarding	$7.50	$50.00	$50.00
Selective Call Rejection	$7.50	$50.00	$50.00

CLASS Features Usage Charge:	Per Use
Caller ID	$0.75
Block Caller ID	$0.75
Auto Callback	$0.75
Auto Recall	$0.75
Call Trace	$0.75
Selective Call Acceptance	$0.75
Selective Call Forwarding	$0.75
Selective Call Rejection	$0.75

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

Public Access Line Service

The COCOT Enforcement Funder Fee of $0.25 per month will be assessed on all access lines purchased under this service.

Connection Charge:	$50.00
Monthly Recurring Charges:	
Line	$50.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

PBX Trunk Service

A. Measured Rate PBX Trunks

	Recurring Monthly	Nonrecurring First	Nonrecurring Additional
Each Trunk	$25.00	$30.00	$50.00
Terminal Numbers:			
1-20 lines in terminal group	$25.00	$30.00	$50.00
100 lines in terminal group	$25.00	$30.00	$50.00
Trunks (Measured Rate)			
DID Service	$25.00	$30.00	$50.00
DOD Service	$25.00	$30.00	$50.00
DID/DOD Combination Service	$25.00	$30.00	$50.00
Each DID Trunk Group	$25.00	$30.00	$50.00
Charges on All Trunks			
EUCL – Multiline Business	$25.00	$30.00	$50.00
EUCL – Residential/One Line Business	$5.00	$30.00	$50.00
Remote Call Forwarding			
terminating	$25.00	$30.00	$50.00
terminating paths	$25.00	$30.00	$50.00
originating	$25.00	$30.00	$50.00
originating paths	$25.00	$30.00	$50.00
Sequential Hunting	$25.00	$30.00	$50.00
Circular Hunting	$20.00	$20.00	$20.00
Uniform Hunting	$2.00	$2.00	$20.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

PBX Trunk Service (Cont'd)

DS1 PBX Trunk Service

Where appropriate facilities do not exist, Special Construction charges will also apply.

Nonrecurring Connection Charge:	$500.00
Monthly Recurring Charges:	
- Facility	$250.00
- Per Active Channel (DID)	$15.00
- Per Active Channel (DOD)	$35.00

Measured Usage Charges:

Measured Usage Charges for DS1 Trunks are the same as those indicated for a basic business line.

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

PBX Trunk Service (Cont'd)

D. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

Where appropriate facilities do not exist, Special Construction charges will also apply.

	Nonrecurring	
	First	Additional
Per Point of Termination (incl. 1st ½ mile to CO)	$1000.00	$750.00
Each Add'l ½ Mile	$50.00	$50.00
- Fixed Mileage	$50.00	$50.00
- Per Mile Charge	$50.00	$50.00
Primary Rate Interface, first	$500.00	$500.00
- Per Usage Rate B Channel	$50.00	$50.00
- Per Flat Rate B Channel	$50.00	$50.00

RS = Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Commission of Public Utilities.

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

PBX Trunk Service (Cont'd)

D. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) (Cont'd)

	Recurring Charges Monthly
Per Point of Termination (incl. 1st ½ mile to CO)	$700.00
Each Add'l. ½ Mile	$50.00
- Fixed Mileage	$50.00
- Per Mile Charge	$50.00
Primary Rate Interface, first	$750.00
- Per Usage Rate B Channel	$50.00
- Per Flat Rate B Channel	$50.00

RS = Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Commission of Public Utilities.

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

Centrex Service

Nonrecurring Connection Charge: (per station line)	$100.00
Monthly Recurring Charges:	
Term: (per station line)	
Monthly	$25.00
24 months (Discount)	2.5%
36 months (Discount)	5%
60 months (Discount)	10%
84 months (Discount)	15%
Over 100 lines	INDIVIDUAL CASE BASIS

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

Centrex Service (Cont'd)

Optional Centrex Features

Nonrecurring Connection Charge: (per station line)	$500.00
Monthly Recurring Charges:	
Term: (per station line)	
Monthly	$300.00
24 months (Discount)	2.5%
36 months (Discount)	7.5%
60 months (Discount)	10%
84 months (Discount)	28%
Voice Mail, per line per month:	$10.00
Over 100 lines	INDIVIDUAL CASE BASIS

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

Alternate Telephone Number Listings

	Monthly
Non-Published Listing	
Business	$4.00
Residence	$3.00
Semi-Private Listing	
Business	$4.00
Residence	$3.00
Additional Listing	
Business	$3.00
Residence	$2.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

DATA SERVICES

Frame Relay Service (FRS)

The following rates and charges apply to intraLATA FRS in those LATA's where technical capability is available.

A. FRS Access Links (Local Loops)

The rates and charges for access services AND (DS0) 56 Kbps, xDSL Service (DS1) 1.549 Mbps, (DS2) 6.312 Mbps and (DS3) 44.736 Mbps, are found in the published tariffs of the relevant ILEC to furnish such access service, as the same are on file with the Kentucky Commission.

B. FRS Access Port Termination – Per Port
(Port charge includes the first DLCI)

	Installation Charge	Monthly Rate
56 Kbsp	$500.00	$75.00
128 Kbsp	$400.00	$150.00
384 Kbsp	$400.00	$400.00
1,536 Kbsp	$400.00	$600.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

DATA SERVICES (Cont'd)

Frame Relay Service (FRS) (Cont'd)

DCLI - Per Port (rate for each DLCI)

	Installation Charge	Monthly Rate
1	$25.00	$25.00
2-6	$25.00	$15.00
7-11	$25.00	$7.50

	Installation Charge	Monthly Rate
Optional Feature		
Traffic Detail	$50.00	$10.00

Change Charge

This charge applies when the customer makes a change to the port termination speed and there is no change to the access link. Changing the speed of the access link will incur an installation charge for the new access link and an installation charge for the new port termination.

	Installation Charge
Change Charge – per port	$25.00

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

DATA SERVICES (Cont'd)

ISDN

		Installation Charge	Monthly Rate
A.	ISDN-BRI Basic Service Each ISDN	$100.00	$25.00
B.	ISDN-BRI Optional Packet Data Device Each Device	$15.00	$7.50

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

DATA SERVICES (Cont'd)

ADSL Services

A. Customer Premises Equipment and Installation

	Non-recurring Charge
Month to Month Customers, Only	$496.00

	(1-Year and 3-Year Terms)	Customer Premise Equipment	Equipment Installation	ADSL Service Installation	Month-to-Month Service
ADSL Transport	$25.00	$150	$150	$150	$50
Internet Access	$15.00	$150	$150	$150	$25

SECTION 10 – RATES & CHARGES (Cont'd)

10.1 CURRENT RATES (Cont'd)

DATA SERVICES (Cont'd)

ADSL Services

B. Platinum Package

	(1-Year and 3-Year Terms)	Customer Premise Equipment	Equipment Installation	ADSL Service Installation	Month-to-Month Service
ADSL Transport	$150	$200	$150	$150	$150
Multi User (up to 256 accounts) Internet Access	$200	$150	$150	$150	$250