

REMAX ADVANTAGE+

CENTREX PROPOSAL

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PUBLIC SERVICE
COMMISSION

TARIFF BRANCH

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PUBLIC SERVICE
COMMISSION
OF KENTUCKY

TABLE OF CONTENTS

- 1.00 Introduction
- 2.00 Definition and Purpose of Centrex
- 3.00 Centrex Service Features
- 4.00 Service Terms and Conditions
- 5.00 Centrex Pricing
- 6.00 Centrex Proposal



1.00 Introduction

1.10 Brandenburg Telephone Company, Inc. (hereinafter called "the Company"), proposes to Remax Advantage+, a communications system alternative called Centrex. Centrex is a sophisticated group of software features to meet the needs of business users. Because Centrex relies on the Company's central office switch, it offers a number of significant advantages. These advantages are listed below and are explained in more detail throughout the Proposal.

1. Centrex offers a wide variety of business features at attractive pricing to meet your operating needs.
2. Receiving Direct Inward Dialed calls to all telephones to improve call coverage and reduce missed call opportunities.
3. Large capital outlay not required and protect against system and feature obsolescence.
4. Extremely reliable communications system because of built-in redundant systems.
5. Elimination of extra charges for off-premises (remote) extensions.
6. Flexibility to easily accommodate future growth.
7. Local provider of Centrex service with proven record of stability, dependability and communications expertise.
8. Works with non-proprietary (standard) telephones.



2.00 Definition and Purpose of Centrex

2.10 Features

Centrex provides a wide range of the most popular business communications features. Centrex features help businesses save time and money, while improving communications effectiveness among employees, customers and vendors. The wide range of features is listed in Section 3.00.

2.20 Direct Inward Dialing and Direct Outward Dialing

Direct Inward Dialing and Direct Outward Dialing are inherent features with Centrex. Since each Centrex line requires its own unique directory number, each line will also have Direct Inward Dialing and Direct Outward Dialing ability.

This has several advantages. First, Direct Inward Dialing allows each employee to receive their own calls without the call first going through the attendant. The caller – who could be your customer placing an order - will save time and aggravation, your employees will be able to provide quicker service and the attendant may be more productive with their other duties.

Second, Direct Outward Dialing provides the ability for employees to make calls outside the company without using the attendant and/or tying up phone lines that other employees wish to use. Direct Outward Dialing will save your employees time and aggravation when making calls.

Finally, Direct Inward Dialing and Direct Outward Dialing are features that most key telephone systems or other types of Customer Premises Equipment cannot match without significant additional cost. Brandenburg Telephone Company can provide Direct Inward Dialing and Direct Outward Dialing to every phone that uses Centrex.

2.30 Flexibility

Each phone in your business may be configured differently. Centrex is capable of providing certain phones with features that others in your business, according to your needs, will not be able to use. The options and combinations of features are virtually endless and the configurations in this document are by no means all inclusive.



Centrex has the additional benefit of easy expansion. Because Centrex is provided completely by Brandenburg Telephone Company equipment with no required equipment on your property (other than a telephone set, the service may be changed with a simple phone call. Additional lines may be added, features changed or lines removed with little or no interruption to your operation. NOTE: Physical wiring of additional lines may be required at an additional cost.

2.40 Reliability

The Centrex features are located within the Telephone Company's central office telephone switching equipment. The switching equipment is engineered to be much more reliable than any type of Customer Premises Equipment such as a key telephone system.

The switching equipment is a DMS-100 switch manufactured in the United States by Northern Telecom. Northern Telecom and the DMS-100 are recognized leaders in the telephone switching equipment field. The reliability of all your Centrex lines, like all telephone lines, is reflected in the back-up systems which provide uninterrupted service in the unlikely event of a malfunction. Each major component within the switch has a built-in back-up.

The DMS-100 also has self-diagnostic programs to continually monitor its components and detect, before you will, potential problems. The back-up equipment is referred to as "system redundancy". The inherent self-diagnostic features along with the redundant equipment prevent and/or correct the vast majority of all system problems before they even come close to affecting service.

Another feature of this system is that each phone will have its own line card in the central office, unlike many types of Customer Premises Equipment in which a single line card supports several phones. With Centrex, if a line card should fail, only one phone would lose service and the remainder of your system would continue to operate.

2.50 Customer Site Equipment Requirements

Centrex, like many Customer Premises Equipment systems, provides a wide variety of telephone features. The only requirement of the Centrex system is a standard telephone set or optional telephone such as the Northern Telephone M5000, M8000, or M9000 series. Unlike many Customer Premises Equipment systems, Centrex does not require any special or dedicated customer equipment, proprietary telephones, wiring or special arrangements.

2.60 No Large Capital Outlay Required

Centrex is not a capital intensive service. Centrex is leased on a monthly basis from Brandenburg Telephone Company. Because Centrex does not require



Customer Premises Equipment, such as proprietary phones or an on-site controller or processor unit, the start-up cost is normally much less than other alternatives. In addition to lower start-up costs, changes to your Centrex are also normally lower priced than other methods. For example, adding an additional Centrex line requires only a phone call. Brandenburg Telephone Company will supply the line card required and the labor required to set up that phone in the Centrex group. A visit to your site is normally not required unless wiring is needed. Other systems often require an expensive visit from a technician for even minor changes to the system.

2.70 Obsolescence Protection

Brandenburg Telephone Company regularly upgrades the capabilities of its switching equipment. New features and improvements are offered as they become available. Brandenburg Telephone Company will not charge you any special fees, such as a one-time upgrade fee or some type of switch improvement fee when new features are purchased and made available. Fees for new features you desire will be handled in a similar manner as existing features. With Centrex, you will avoid periodic large upgrade or expansion costs often associated with other systems while enjoying the benefits of a state-of-the-art communications system.

2.80 Centrex Service Provider

Brandenburg Telephone Company has many advantages over other communications providers in addition to our long history and wealth of experience. Brandenburg Telephone Company has a fully-trained staff of professionals – trained by Northern Telecom, the manufacturer of the switching equipment – on site or on call 24 hours a day, 7 days a week to monitor all our central office equipment and make any required adjustments before they cause service problems. A fully trained crew of outside plant personnel are on call 24 hours a day, 7 days a week to handle any service emergencies such as storm damage. Our staff of Customer Service representatives are fully trained on every aspect of Centrex and business communications. Brandenburg Telephone Company regularly invests time and money on the continuing education of its employees on all aspects of telecommunications.

Finally, Brandenburg Telephone Company is a hometown business operated by your friends and neighbors. We share the same values that you have. We strive every day to provide an excellent service at a fair price.

Brandenburg Telephone Company wants to serve you and help you achieve your goals. This proposal is simply the first step in what we hope is a long and mutually beneficial partnership.



3.00 Service Features

3.10 Basic Centrex Service includes, but is not limited to, the following basic features:

- * Direct Inward Dialing
- * Direct Outward Dialing
- * Station-to-Station Calling
- * Call Forward All Calls
- * Call Forward Busy
- * Call Forward No Answer
- * Call Hold
- * Directed Call Park
- * Directed Call Pickup
- * Blind Transfer Recall
- * Speed Calling, Group
- * Speed Calling, Individual
- * Last Number Redial
- * Group Intercom
- * Station Controller Conference (6 ports)
- * Consultation Hold
- * Three-Way Conference/Transfer
- * Station Activated/Do Not Disturb with Reminder

3.20 Definitions

1. Basic Centrex Line – Provides the basic Centrex system and station features to a regular customer line termination point.
2. Deluxe Centrex Line – Provides basic and deluxe Centrex System and features and supports a Meridian business set at a customer line termination point.
3. NARS – Provides for access from Centrex lines to local and long distance network calling.
4. Call Forward All Calls – This Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.
5. Call Forward Busy – When a station assigned Call Forward Busy is busy, All calls are forwarded to a predetermined station within the customer group.



6. Call Forward No Answer- When the base station does not answer an incoming call within the time prescribed by a customer group, the call is routed to either a remote station or the attendant station.
7. Call Hold – Call Hold is an optional feature available to a Meridian Digital Centrex user with a 500/2500 set. It allows the user to hold one all for any length of time, until either party goes on-hook.
8. Directed Call Park – Directed Call Park is an enhancement of the Call Park feature. It allows Meridian Business Sets and other Meridian Digital Centrex stations to park a call against any Meridian Digital Centrex station directory-number call appearance.
9. Call Pickup – Call Pickup allows a station to answer incoming calls to another station within a defined call pickup group.
10. Blind Transfer Recall – This feature enables a 500/2500 set or Meridian Business Set (MBS) user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific timeout period, the set from which the call has been transferred is recalled.
11. Station Controlled Conference (6 ports) – This feature allows a Meridian Digital Centrex user with a Unity or other 500/2500-type set to establish a conference call consisting of more than three conferences (maximum six) without the assistance of the attendant.
12. Consultation Hold – This feature permits the transferring party to talk privately with the destination before transferring the call.
13. Station-Activated Do Not Disturb with Reminder – This feature provides the individual station user with the option of making that station's line either busy or available to incoming calls by using the Make Set Busy (MSB) feature. It also provides a splash of ringing when an incoming call is diverted to remind the station user that the MSB is active.
14. Multiple Appearance Directory Number (MADN) – Multiple Appearance Directory Numbers (MADN) allow a directory number to be assigned to more than one line. (Requires Deluxe Centrex line – Optional Feature.)
15. Speed Calling, Group – Speed Calling allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed-calling code consisting of an asterisk (*) plus one or two digits, instead of dialing all digits of the desired number.



16. Speed Calling, Individual – The speed calling list can be dedicated to an individual line, in which case it can only be updated, deleted from and used by this line.
17. Last Number Redial – The Last Number Redial feature enables a subscriber to redial his/her last called number by pressing a key rather than dialing the entire number. This feature is available for both Unity or other 500/2500-type sets and Meridian Business Sets.
18. Direct Inward Dialing – This service allows for incoming calls from the exchange network (not special circuits such as foreign exchange and INWATS) to reach a specific customer-group station without attendant assistance.
19. Direct Outward Dialing- With this service, a station user can place external calls to the exchange network with attendant assistance by dialing the DOD access code (usually the digit 9), receiving a second dial tone, then dialing the external number (i.e., outside the customer group).
20. Station-to-Station Calling – This service allows Meridian Digital Centrex customer-group stations to complete calls to other station, without the assistance of an attendant, by dialing a two through seven-digit number.
21. Group Intercom – With this feature, the customer can use abbreviated dialing (i.e., less than 7 digits) to dial an extension within the customer group.



4.00 Centrex Service Terms and Conditions

4.10 Centrex Service Terms

The minimum service term of this Proposal shall be for a period of twelve (12) months calculated to begin on the first day from effective date on the contract.

4.20 Provisions of the Centrex Service Proposal

This proposal provides for the Telephone Company to supply regulated services including, but not limited to, Centrex business service to the customer at rates contained in Section 5.00. Centrex service will be provided initially in quantities listed in Section 6.00.

4.30 Charges Not Covered Under Centrex Service Proposal

Charges not covered under this Proposal include, but are not limited to, local, state and federal taxes, surcharges, access charges or any other charges beyond the control of the Telephone Company.

4.40 Centrex Service Proposal Extension

This Proposal will automatically extend on an annual basis following the 12-month initial term unless either part notifies the other within thirty (30) days of the initial or subsequent Proposal termination date.

4.50 Early Termination

In the event Remax Advantage+ terminates Centrex service prior to the expiration of the primary term of twelve (12) months, Remax Advantage+ shall be obligated to pay a one-time surcharge equal to 10% of monthly Centrex service charges times the number of calendar months remaining in the minimum service term at the time of termination.

4.60 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for claims or suits resulting from the non-performance of the Centrex service except as can be demonstrated to be due to gross negligence or willful misconduct by the Telephone Company.



4.70 Specifications of Centrex Service Proposal Responsibility

It is specifically understood by and between Remax Advantage+ and the Telephone Company that this Proposal is intended to be and shall be for all legal intents and purposes whatsoever fully binding upon the parties hereto, and their successors and assigns.

4.80 Centrex Service Proposal Subject to Regulatory Approval

This proposal will not become effective until it is approved by the Public Service Commission of Kentucky.

4.90 Centrex Group Provisions

The customer may order and group Centrex lines provisioned from any exchange or switching office within the local area of Radcliff (351) main office.



Proposal OVERVIEW

6.0 Overview

Description

<u>Monthly Charges:</u>	<u>Proposal Section</u>	<u>Amount</u>
Regulated Centrex Service	Sec. 5.10	\$ 69.90

Non-Recurring Charges:

Installation Charges		\$ 175.00
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6.10 Centrex Service Quantities and Charges

Regulated Charges:

<u>Centrex Feature</u>	<u>Units</u>	<u>Unit Monthly Charge</u>	<u>Extended Charge</u>
Basic Centrex Line	3	\$ 14.90	\$ 44.70
Deluxe Centrex Line			
NARS	3	\$ 8.40	\$ 25.20
Multiple Appearance Directory			
Number (MADN) Line Charge			
Multiple Appearance Directory			
Number (MADN) Software Charge			



IN TESTIMONY WHEREOF, witness the signature of the parties hereto, as of the day and year first hereinabove written.

BRANDENBURG TELEPHONE COMPANY

By: William Willoughby
Title: Asst Gen Mgr

ATTEST:

John E Hubbard

REMAX ADVANTAGE+

By: Enita C Gudenkauf
Title: Broker/Owner

ATTEST:

Donna L Churn



**WEST POINT BANK
600 WEST LINCOLN TRAIL
RADCLIFF, KY 40160**

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1.00 Introduction

1.10 Brandenburg Telephone Company, Inc. (hereinafter called "the Company"), proposes to West Point Bank, a communications system alternative called Centrex. Centrex is a sophisticated group of software features to meet the needs of business users. Because Centrex relies on the Company's central office switch, it offers a number of significant advantages. These advantages are listed below and are explained in more detail throughout the Proposal.

1. Centrex offers a wide variety of business features at attractive pricing to meet your operating needs.
2. Receiving Direct Inward Dialed calls to all telephones to improve call coverage and reduce missed call opportunities.
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7. Local provider of Centrex service with proven record of stability, dependability and communications expertise.
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2.00 Definition and Purpose of Centrex

2.10 Features

Centrex provides a wide range of the most popular business communications features. Centrex features help businesses save time and money, while improving communications effectiveness among employees, customers and vendors. The wide range of features is listed in Section 3.00.

2.20 Direct Inward Dialing and Direct Outward Dialing

Direct Inward Dialing and Direct Outward Dialing are inherent features with Centrex. Since each Centrex line requires its own unique directory number, each line will also have Direct Inward Dialing and Direct Outward Dialing ability.

This has several advantages. First, Direct Inward Dialing allows each employee to receive their own calls without the call first going through the attendant. The caller – who could be your customer placing an order - will save time and aggravation, your employees will be able to provide quicker service and the attendant may be more productive with their other duties.

Second, Direct Outward Dialing provides the ability for employees to make calls outside the company without using the attendant and/or tying up phone lines that other employees wish to use. Direct Outward Dialing will save your employees time and aggravation when making calls.

Finally, Direct Inward Dialing and Direct Outward Dialing are features that most key telephone systems or other types of Customer Premises Equipment cannot match without significant additional cost. Brandenburg Telephone Company can provide Direct Inward Dialing and Direct Outward Dialing to every phone that uses Centrex.

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2.40 Reliability

The Centrex features are located within the Telephone Company's central office telephone switching equipment. The switching equipment is engineered to be much more reliable than any type of Customer Premises Equipment such as a key telephone system.

The switching equipment is a DMS-100 switch manufactured in the United States by Northern Telecom. Northern Telecom and the DMS-100 are recognized leaders in the telephone switching equipment field. The reliability of all your Centrex lines, like all telephone lines, is reflected in the back-up systems which provide uninterrupted service in the unlikely event of a malfunction. Each major component within the switch has a built-in back-up.

The DMS-100 also has self-diagnostic programs to continually monitor its components and detect, before you will, potential problems. The back-up equipment is referred to as "system redundancy". The inherent self-diagnostic features along with the redundant equipment prevent and/or correct the vast majority of all system problems before they even come close to affecting service.

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2.50 Customer Site Equipment Requirements

Centrex, like many Customer Premises Equipment systems, provides a wide variety of telephone features. The only requirement of the Centrex system is a standard telephone set or optional telephone such as the Northern Telephone M5000, M8000, or M9000 series. Unlike many Customer Premises Equipment systems, Centrex does not require any special or dedicated customer equipment, proprietary telephones, wiring or special arrangements.

2.60 No Large Capital Outlay Required

Centrex is not a capital intensive service. Centrex is leased on a monthly basis from Brandenburg Telephone Company. Because Centrex does not require



Customer Premises Equipment, such as proprietary phones or an on-site controller or processor unit, the start-up cost is normally much less than other alternatives.

In addition to lower start-up costs, changes to your Centrex are also normally lower priced than other methods. For example, adding an additional Centrex line requires only a phone call. Brandenburg Telephone Company will supply the line card required and the labor required to set up that phone in the Centrex group. A visit to your site is normally not required unless wiring is needed. Other systems often require an expensive visit from a technician for even minor changes to the system.

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2.80 Centrex Service Provider

Brandenburg Telephone Company has many advantages over other communications providers in addition to our long history and wealth of experience. Brandenburg Telephone Company has a fully-trained staff of professionals – trained by Northern Telecom, the manufacturer of the switching equipment – on site or on call 24 hours a day, 7 days a week to monitor all our central office equipment and make any required adjustments before they cause service problems. A fully trained crew of outside plant personnel are on call 24 hours a day, 7 days a week to handle any service emergencies such as storm damage. Our staff of Customer Service representatives are fully trained on every aspect of Centrex and business communications. Brandenburg Telephone Company regularly invests time and money on the continuing education of its employees on all aspects of telecommunications.

Finally, Brandenburg Telephone Company is a hometown business operated by your friends and neighbors. We share the same values that you have. We strive every day to provide an excellent service at a fair price.

Brandenburg Telephone Company wants to serve you and help you achieve your goals. This proposal is simply the first step in what we hope is a long and mutually beneficial partnership.



3.00 Service Features

3.10 Basic Centrex Service includes, but is not limited to, the following basic features:

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- * Direct Outward Dialing
- * Station-to-Station Calling
- * Call Forward All Calls
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- * Blind Transfer Recall
- * Speed Calling, Group
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- * Last Number Redial
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- * Station Controller Conference (6 ports)
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- * Three-Way Conference/Transfer
- * Station Activated/Do Not Disturb with Reminder

3.20 Definitions

1. Basic Centrex Line – Provides the basic Centrex system and station features to a regular customer line termination point.
2. Deluxe Centrex Line – Provides basic and deluxe Centrex System and features and supports a Meridian business set at a customer line termination point.
3. NARS – Provides for access from Centrex lines to local and long distance network calling.
4. Call Forward All Calls – This Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.
5. Call Forward Busy – When a station assigned Call Forward Busy is busy, All calls are forwarded to a predetermined station within the customer group.
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7. Call Hold – Call Hold is an optional feature available to a Meridian Digital Centrex user with a 500/2500 set. It allows the user to hold one all for any length of time, until either party goes on-hook.
8. Directed Call Park – Directed Call Park is an enhancement of the Call Park feature. It allows Meridian Business Sets and other Meridian Digital Centrex stations to park a call against any Meridian Digital Centrex station directory-number call appearance.
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dialing the entire number. This feature is available for both Unity or other 500/2500-type sets and Meridian Business Sets.

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20. Station-to-Station Calling – This service allows Meridian Digital Centrex customer-group stations to complete calls to other station, without the assistance of an attendant, by dialing a two through seven-digit number.
21. Group Intercom – With this feature, the customer can use abbreviated dialing (i.e., less than 7 digits) to dial an extension within the customer group.

4.00 Centrex Service Terms and Conditions

4.10 Centrex Service Terms

The minimum service term of this Proposal shall be for a period of twelve (12) months calculated to begin on the first day from effective date on the contract.

4.20 Provisions of the Centrex Service Proposal

This proposal provides for the Telephone Company to supply regulated services including, but not limited to, Centrex business service to the customer at rates contained in Section 5.00. Centrex service will be provided initially in quantities listed in Section 6.00.

4.30 Charges Not Covered Under Centrex Service Proposal

Charges not covered under this Proposal include, but are not limited to, local, state and federal taxes, surcharges, access charges or any other charges beyond the control of the Telephone Company.

4.40 Centrex Service Proposal Extension

This Proposal will automatically extend on an annual basis following the 12-month initial term unless either part notifies the other within thirty (30) days of the initial or subsequent Proposal termination date.



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In the event West Point Bank terminates Centrex service prior to the expiration of the primary term of twelve (12) months, West Point Bank shall be obligated to pay a one-time surcharge equal to 10% of monthly Centrex service charges times the number of calendar months remaining in the minimum service term at the time of termination.

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The Telephone Company makes no guarantee and assumes no liability for claims or suits resulting from the non-performance of the Centrex service except as can be demonstrated to be due to gross negligence or willful misconduct by the Telephone Company.

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Proposal OVERVIEW

6.0 Overview

Description

Monthly Charges:

Regulated Centrex Service

Proposal Section

Sec. 5.10

Amount

\$ 69.90

Non-Recurring Charges:

Installation Charges

\$ 175.00



6.10 Centrex Service Quantities and Charges

Regulated Charges:

<u>Centrex Feature</u>	<u>Units</u>	<u>Unit Monthly Charge</u>	<u>Extended Charge</u>
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Multiple Appearance Directory Number (MADN) Software Charge			



IN TESTIMONY WHEREOF, witness the signature of the parties hereto, as of the day and year first hereinabove written.

BRANDENBURG TELEPHONE COMPANY

By: Alison Willoughby
Title: Asst. Gen. Mgr.

ATTEST:

Jean E. Hubbard

WEST POINT BANK

By: Donny M. Allen
Title: President

ATTEST:

Donna Chesin



HAYES REAL ESTATE L.L.C.

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COMMISSION

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Centrex provides a wide range of the most popular business communications features. Centrex features help businesses save time and money, while improving communications effectiveness among employees, customers and vendors. The wide range of features is listed in Section 3.00.

2.20 Direct Inward Dialing and Direct Outward Dialing

Direct Inward Dialing and Direct Outward Dialing are inherent features with Centrex. Since each Centrex line requires its own unique directory number, each line will also have Direct Inward Dialing and Direct Outward Dialing ability.

This has several advantages. First, Direct Inward Dialing allows each employee to receive their own calls without the call first going through the attendant. The caller – who could be your customer placing an order - will save time and aggravation, your employees will be able to provide quicker service and the attendant may be more productive with their other duties.

Second, Direct Outward Dialing provides the ability for employees to make calls outside the company without using the attendant and/or tying up phone lines that other employees wish to use. Direct Outward Dialing will save your employees time and aggravation when making calls.

Finally, Direct Inward Dialing and Direct Outward Dialing are features that most key telephone systems or other types of Customer Premises Equipment cannot match without significant additional cost. Brandenburg Telephone Company can provide Direct Inward Dialing and Direct Outward Dialing to every phone that uses Centrex.

2.30 Flexibility

Each phone in your business may be configured differently. Centrex is capable of providing certain phones with features that others in your business, according to your needs, will not be able to use. The options and combinations of features are virtually endless and the configurations in this document are by no means all inclusive.

Centrex has the additional benefit of easy expansion. Because Centrex is provided completely by Brandenburg Telephone Company equipment with no required equipment on your property (other than a telephone set, the service may



be changed with a simple phone call. Additional lines may be added, features changed or lines removed with little or not interruption to your operation. NOTE: Physical wiring of additional lines may be required at an additional cost.

2.40 Reliability

The Centrex features are located within the Telephone Company's central office telephone switching equipment. The switching equipment is engineered to be much more reliable than any type of Customer Premises Equipment such as a key telephone system.

The switching equipment is a DMS-100 switch manufactured in the United States by Northern Telecom. Northern Telecom and the DMS-100 are recognized leaders in the telephone switching equipment field. The reliability of all your Centrex lines, like all telephone lines, is reflected in the back-up systems which provide uninterrupted service in the unlikely event of a malfunction. Each major component within the switch has a built-in back-up.

The DMS-100 also has self-diagnostic programs to continually monitor its components and detect, before you will, potential problems. The back-up equipment is referred to as "system redundancy". The inherent self-diagnostic features along with the redundant equipment prevent and/or correct the vast majority of all system problems before they even come close to affecting service.

Another feature of this system is that each phone will have its own line card in the central office, unlike many types of Customer Premises Equipment in which a single line card supports several phones. With Centrex, if a line card should fail, only one phone would lose service and the remainder of your system would continue to operate.

2.50 Customer Site Equipment Requirements

Centrex, like many Customer Premises Equipment systems, provides a wide variety of telephone features. The only requirement of the Centrex system is a standard telephone set or optional telephone such as the Northern Telephone M5000, M8000, or M9000 series. Unlike many Customer Premises Equipment systems, Centrex does not require any special or dedicated customer equipment, proprietary telephones, wiring or special arrangements.

2.60 No Large Capital Outlay Required

Centrex is not a capital intensive service. Centrex is leased on a monthly basis from Brandenburg Telephone Company. Because Centrex does not require



Customer Premises Equipment, such as proprietary phones or an on-site controller or processor unit, the start-up cost is normally much less than other alternatives.

In addition to lower start-up costs, changes to your Centrex are also normally lower priced than other methods. For example, adding an additional Centrex line requires only a phone call. Brandenburg Telephone Company will supply the line card required and the labor required to set up that phone in the Centrex group. A visit to your site is normally not required unless wiring is needed. Other systems often require an expensive visit from a technician for even minor changes to the system.

2.70 Obsolescence Protection

Brandenburg Telephone Company regularly upgrades the capabilities of its switching equipment. New features and improvements are offered as they become available. Brandenburg Telephone Company will not charge you any special fees, such as a one-time upgrade fee or some type of switch improvement fee when new features are purchased and made available. Fees for new features you desire will be handled in a similar manner as existing features. With Centrex, you will avoid periodic large upgrade or expansion costs often associated with other systems while enjoying the benefits of a state-of-the-art communications system.

2.80 Centrex Service Provider

Brandenburg Telephone Company has many advantages over other communications providers in addition to our long history and wealth of experience. Brandenburg Telephone Company has a fully-trained staff of professionals – trained by Northern Telecom, the manufacturer of the switching equipment – on site or on call 24 hours a day, 7 days a week to monitor all our central office equipment and make any required adjustments before they cause service problems. A fully trained crew of outside plant personnel are on call 24 hours a day, 7 days a week to handle any service emergencies such as storm damage. Our staff of Customer Service representatives are fully trained on every aspect of Centrex and business communications. Brandenburg Telephone Company regularly invests time and money on the continuing education of its employees on all aspects of telecommunications.

Finally, Brandenburg Telephone Company is a hometown business operated by your friends and neighbors. We share the same values that you have. We strive every day to provide an excellent service at a fair price.

Brandenburg Telephone Company wants to serve you and help you achieve your goals. This proposal is simply the first step in what we hope is a long and mutually beneficial partnership.



3.00 Service Features

3.10 Basic Centrex Service includes, but is not limited to, the following basic features:

- * Direct Inward Dialing
- * Direct Outward Dialing
- * Station-to-Station Calling
- * Call Forward All Calls
- * Call Forward Busy
- * Call Forward No Answer
- * Call Hold
- * Directed Call Park
- * Directed Call Pickup
- * Blind Transfer Recall
- * Speed Calling, Group
- * Speed Calling, Individual
- * Last Number Redial
- * Group Intercom
- * Station Controller Conference (6 ports)
- * Consultation Hold
- * Three-Way Conference/Transfer
- * Station Activated/Do Not Disturb with Reminder

3.20 Definitions

1. Basic Centrex Line – Provides the basic Centrex system and station features to a regular customer line termination point.
2. Deluxe Centrex Line – Provides basic and deluxe Centrex System and features and supports a Meridian business set at a customer line termination point.
3. NARS – Provides for access from Centrex lines to local and long distance network calling.
4. Call Forward All Calls – This Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.
5. Call Forward Busy – When a station assigned Call Forward Busy is busy, All calls are forwarded to a predetermined station within the customer group.



6. Call Forward No Answer- When the base station does not answer an incoming call within the time prescribed by a customer group, the call is routed to either a remote station or the attendant station.
7. Call Hold – Call Hold is an optional feature available to a Meridian Digital Centrex user with a 500/2500 set. It allows the user to hold one all for any length of time, until either party goes on-hook.
8. Directed Call Park – Directed Call Park is an enhancement of the Call Park feature. It allows Meridian Business Sets and other Meridian Digital Centrex stations to park a call against any Meridian Digital Centrex station directory-number call appearance.
9. Call Pickup – Call Pickup allows a station to answer incoming calls to another station within a defined call pickup group.
10. Blind Transfer Recall – This feature enables a 500/2500 set or Meridian Business Set (MBS) user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific timeout period, the set from which the call has been transferred is recalled.
11. Station Controlled Conference (6 ports) – This feature allows a Meridian Digital Centrex user with a Unity or other 500/2500-type set to establish a conference call consisting of more than three conferences (maximum six) without the assistance of the attendant.
12. Consultation Hold – This feature permits the transferring party to talk privately with the destination before transferring the call.
13. Station-Activated Do Not Disturb with Reminder – This feature provides the individual station user with the option of making that station's line either busy or available to incoming calls by using the Make Set Busy (MSB) feature. It also provides a splash of ringing when an incoming call is diverted to remind the station user that the MSB is active.
14. Multiple Appearance Directory Number (MADN) – Multiple Appearance Directory Numbers (MADN) allow a directory number to be assigned to more than one line. (Requires Deluxe Centrex line – Optional Feature.)
15. Speed Calling, Group – Speed Calling allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed-calling code consisting of an asterisk (*) plus one or two digits, instead of dialing all digits of the desired number.



16. Speed Calling, Individual – The speed calling list can be dedicated to an individual line, in which case it can only be updated, deleted from and used by this line.
17. Last Number Redial – The Last Number Redial feature enables a subscriber to redial his/her last called number by pressing a key rather than dialing the entire number. This feature is available for both Unity or other 500/2500-type sets and Meridian Business Sets.
18. Direct Inward Dialing – This service allows for incoming calls from the exchange network (not special circuits such as foreign exchange and INWATS) to reach a specific customer-group station without attendant assistance.
19. Direct Outward Dialing- With this service, a station user can place external calls to the exchange network with attendant assistance by dialing the DOD access code (usually the digit 9), receiving a second dial tone, then dialing the external number (i.e., outside the customer group).
20. Station-to-Station Calling – This service allows Meridian Digital Centrex customer-group stations to complete calls to other station, without the assistance of an attendant, by dialing a two through seven-digit number.
21. Group Intercom – With this feature, the customer can use abbreviated dialing (i.e., less than 7 digits) to dial an extension within the customer group.



4.00 Centrex Service Terms and Conditions

4.10 Centrex Service Terms

The minimum service term of this Proposal shall be for a period of twelve (12) months calculated to begin on the first day from effective date on the contract.

4.20 Provisions of the Centrex Service Proposal

This proposal provides for the Telephone Company to supply regulated services including, but not limited to, Centrex business service to the customer at rates contained in Section 5.00. Centrex service will be provided initially in quantities listed in Section 6.00.

4.30 Charges Not Covered Under Centrex Service Proposal

Charges not covered under this Proposal include, but are not limited to, local, state and federal taxes, surcharges, access charges or any other charges beyond the control of the Telephone Company.

4.40 Centrex Service Proposal Extension

This Proposal will automatically extend on an annual basis following the 12-month initial term unless either part notifies the other within thirty (30) days of the initial or subsequent Proposal termination date.

4.50 Early Termination

In the event Hayes Real Estate L.L.C. terminates Centrex service prior to the expiration of the primary term of twelve (12) months, Hayes Real Estate L.L.C. shall be obligated to pay a one-time surcharge equal to 10% of monthly Centrex service charges times the number of calendar months remaining in the minimum service term at the time of termination.

4.60 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for claims or suits resulting from the non-performance of the Centrex service except as can be demonstrated to be due to gross negligence or willful misconduct by the Telephone Company.



4.70 Specifications of Centrex Service Proposal Responsibility

It is specifically understood by and between Hayes Real Estate L.L.C. and the Telephone Company that this Proposal is intended to be and shall be for all legal intents and purposes whatsoever fully binding upon the parties hereto, and their successors and assigns.

4.80 Centrex Service Proposal Subject to Regulatory Approval

This proposal will not become effective until it is approved by the Public Service Commission of Kentucky.

4.90 Centrex Group Provisions

The customer may order and group Centrex lines provisioned from any exchange or switching office within the local area of Radcliff (351) main office.



Proposal OVERVIEW

6.0 Overview

Description

<u>Monthly Charges:</u>	<u>Proposal Section</u>	<u>Amount</u>
Regulated Centrex Service	Sec. 5.10	\$ 46.60

Non-Recurring Charges:

Installation Charges		\$ 125.00
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6.10 Centrex Service Quantities and Charges

Regulated Charges:

<u>Centrex Feature</u>	<u>Units</u>	<u>Unit Monthly Charge</u>	<u>Extended Charge</u>
Basic Centrex Line	2	\$ 14.90	\$ 29.80
Deluxe Centrex Line			
NARS	2	\$ 8.40	\$ 16.80
Multiple Appearance Directory Number (MADN) Line Charge			
Multiple Appearance Directory Number (MADN) Software Charge			



IN TESTIMONY WHEREOF, witness the signature of the parties hereto, as of the day and year first hereinabove written.

BRANDENBURG TELEPHONE COMPANY

By: William Willoughby

Title: Asst. Gen. Mgr.

ATTEST:

Jan E Hubbard

HAYES REAL ESTATE L.L.C.

By: David Hayes

Title: Broker / Owner

ATTEST:

Joseph E Lusley

