

**BEFORE THE  
KENTUCKY PUBLIC SERVICE COMMISSION**

**Petition Regarding Internal Reorganization of**

**Lingo Telecom of the South, LLC**

**and**

**Matrix Telecom, LLC d/b/a Matrix Business Technologies  
d/b/a Trinsic Communications d/b/a VarTec Telecom  
d/b/a Excel Telecommunications d/b/Startec  
d/b/a Americatel  
d/b/a Lingo**

**and**

**Approval for Transfer of Customers**

Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Startec d/b/a Americatel d/b/a Lingo ("Matrix") and Lingo Telecom of the South, LLC ("Lingo South"), collectively the "Parties", hereby seek approval, to the extent necessary, from the Kentucky Public Service Commission ("Commission") of an internal reorganization that will result in (1) a planned transfer of customers from Lingo South to Matrix and (2) the cancellation of the Kentucky telecommunications authority of Lingo South and any tariffs on file with the Commission concurrently with approval of this request. Following the completion of the customer transfer, Lingo South will no longer operate within Kentucky.

**I. The Parties**

Lingo South is a Delaware limited liability company formed on February 8, 2000. Its principal office is located at 400 E. Las Colinas Blvd., Suite 500 Irving, TX 75039. The company was originally authorized to provide facilities-based and resold competitive local exchange, interexchange services and cellular service in Kentucky. Lingo South currently offers local and interexchange services within the State of Kentucky. Lingo South is a direct subsidiary of Lingo Management, LLC and a wholly owned indirect subsidiary of Lingo Communications, LLC ("Lingo").

Matrix is a Texas limited liability company originally incorporated on June 13, 1990 as Matrix Telecom, Inc. and converted to a limited liability company on December 28, 2015. Its principal office is located at 400 E. Las Colinas Blvd., Suite 500 Irving, TX 75039. The company was originally authorized to provide interexchange services in Kentucky pursuant to Certificate No. 90-270 issued March 13, 1991. The Company also received Commission approval to provide resold and facilities-based competitive local exchange services on May 10, 2005 in Docket No. TFS2005-00386. Matrix currently offers presubscribed interexchange and local services in Kentucky. Matrix is a direct subsidiary of Impact Telecom, LLC and a wholly owned indirect subsidiary of Lingo Management, LLC and Lingo.

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**7/15/2020**

*Kentucky Petition - Transfer of Customers  
of Lingo Telecom of the South, LLC  
to Matrix Telecom, LLC*

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OF KENTUCKY**

## II. The Transaction

As part of an internal corporate reorganization, the Kentucky customers of Lingo South are, pending regulatory approval, tentatively set to transfer to Matrix effective August 1, 2020. This reorganization is entirely pro forma as the same entities hold the controlling interest in both Matrix and Lingo South. Exhibit A contains an overview of the corporate structure of Lingo and its subsidiaries prior to and upon completion of the merger and transfer of customers.

Following the transfer, Lingo South customers will be served by Matrix and Lingo South will no longer operate within Kentucky. The transition to Matrix will be invisible to the customers of Lingo South as both companies operate under the “Lingo” name. Lingo South customers will not incur any charges or changes in the services that they currently receive and will continue to receive service under the Lingo name. Upon completion of the transfer, Matrix will revise tariffs as necessary to incorporate the applicable transferred services.

## III. Request for Waiver

The Parties request a waiver of any applicable state or federal slamming regulations regarding the transfer of customer bases. Following the transfer Lingo South customers will continue to receive service under the same terms, conditions and rates. Additionally, service is currently provided and billed by “Lingo” and will be provided and billed by “Lingo” following the transfer. The reorganization will be invisible to Lingo South customers. Sending notice to customers stating that their service, while not changing, is moving from “Lingo” to “Lingo” could prove confusing to the customer. The FCC has stated that “...a change in corporate structure that is invisible to the affected subscribers does not constitute a sale or transfer for purposes of section 258 ... Indeed, in such cases, requiring notice of a change that is imperceptible to the affected subscribers might cause confusion where there would otherwise be none.”<sup>1</sup>

<sup>1</sup> First Report and Order in CC Docket No. 00-257 and Fourth Report and Order in CC Docket No. 94-129, 2000 Biennial Review - Review of Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers, FCC 01-156.

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of Lingo Telecom of the South, LLC  
to Matrix Telecom, LLC  
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#### IV. Contact Information

Correspondence with regard to this filing should be sent to:

Carey Roesel  
Consultant to Matrix Telecom, LLC and Lingo  
Telecom of the South, LLC  
Inteserra Consulting Group  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: 407-740-3006  
Facsimile: 407-740-0613  
Email: croesel@inteserra.com

with a copy sent to

Alex Valencia  
Vice President - Government Affairs & Compliance  
Matrix Telecom, LLC  
400 East Las Colinas Blvd.  
Suite 500  
Irving, TX 75039  
Telephone: 972-910-1900  
Facsimile: 866-418-9750  
Email: Alex.Valencia@lingo.com

#### V. Public Interest Statement

The proposed customer transfer is an internal corporate reorganization that will reduce costs and provide enhanced operational and economic efficiencies. The resulting savings will provide greater opportunities to improve the services available to Kentucky customers. Consequently, granting this Petition is consistent with the public interest.

**WHEREFORE**, for the reasons stated above, Matrix and Lingo South submit that the public interest, convenience and necessity would be furthered by a grant of this Petition and respectfully request (1) approval by August 1, 2020, or as soon as possible, for the reorganization and transfer of customers from Lingo South to Matrix and (2) approval of the cancellation of Lingo South's authority concurrently with approval of the customer transfer.

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*Kentucky Petition - Transfer of Customers  
of Lingo Telecom of the South, LLC  
to Matrix Telecom, LLC*


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OF KENTUCKY

STATE OF TEXAS  
COUNTY OF DALLAS

VERIFICATION

I, Charles Griffin, hereby declare, under penalty of perjury, that I am Chief Executive Officer of Lingo Communications, LLC, Lingo Management, LLC and its subsidiaries Matrix Telecom, LLC and Lingo Telecom of the South, LLC; that I am authorized to make this verification on behalf of the named companies; that I have read the foregoing Petition; and that the facts stated therein are true and correct to the best of my knowledge, information and belief.

  
Charles Griffin  
Chief Executive Officer

Sworn to and subscribed before me this 15<sup>th</sup> day of July, 2020  
  
Notary Public

My Commission expires:

5.12.2023



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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*This tariff, KY P.S.C. Tariff No. 7  
issued by Lingo Telecom of the South, LLC  
replaces  
KY P.S.C. Tariff No. 1  
issued by Birch Telecom of the South, LLC  
dba Birch Communications of the Southeast  
in its entirety  
For Residential Services*

TARIFF  
of  
LINGO TELECOM OF THE SOUTH, LLC

This Tariff, filed with the Kentucky Public Service Commission, contains the rates, terms and conditions applicable to the provision of Local Exchange Residential Telecommunications Services in the Commonwealth of Kentucky by Lingo Telecom of the South, LLC. This Tariff is on file with the Commission and copies may be inspected during normal business hours at the Company's principal place of business:

Lingo Telecom of the South, LLC  
115 Gateway Drive  
Macon, GA 31210

Wherever in this Tariff or its headings, the term "Company" or the name Lingo Telecom of the South, LLC, "Lingo Telecom" or "Lingo" appears, that shall mean and shall refer to Lingo Telecom of the South, LLC.

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Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019



**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**

**CHECKSHEET**

| Sheet No. | Issue                  | Sheet No. | Issue                  | Sheet No. | Issue    |
|-----------|------------------------|-----------|------------------------|-----------|----------|
| Title     | Original               | 37        | Original               | 73        | Original |
| 1         | 1 <sup>st</sup> Rev. * | 38        | 1 <sup>st</sup> Rev. * | 74        | Original |
| 2         | Original               | 39        | Original               | 75        | Original |
| 3         | Original               | 40        | Original               | 76        | Original |
| 4         | Original               | 41        | Original               | 77        | Original |
| 5         | Original               | 42        | Original               | 78        | Original |
| 6         | Original               | 43        | Original               | 79        | Original |
| 7         | Original               | 44        | Original               | 80        | Original |
| 8         | Original               | 45        | Original               | 81        | Original |
| 9         | Original               | 46        | Original               | 82        | Original |
| 10        | Original               | 47        | Original               | 83        | Original |
| 11        | Original               | 48        | Original               | 84        | Original |
| 12        | Original               | 49        | Original               | 85        | Original |
| 13        | Original               | 50        | Original               | 86        | Original |
| 14        | Original               | 51        | Original               | 87        | Original |
| 15        | Original               | 52        | Original               | 88        | Original |
| 16        | Original               | 53        | Original               | 89        | Original |
| 17        | Original               | 54        | Original               | 90        | Original |
| 18        | Original               | 55        | Original               | 91        | Original |
| 19        | Original               | 56        | Original               | 92        | Original |
| 20        | Original               | 57        | Original               | 93        | Original |
| 21        | Original               | 58        | Original               | 94        | Original |
| 22        | Original               | 59        | Original               | 95        | Original |
| 23        | Original               | 60        | Original               | 96        | Original |
| 24        | Original               | 61        | Original               | 97        | Original |
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| 31        | Original               | 68        | Original               | 104       | Original |
| 32        | Original               | 69        | Original               | 105       | Original |
| 33        | Original               | 70        | Original               | 106       | Original |
| 34        | Original               | 71        | Original               | 107       | Original |
| 35        | Original               | 72        | Original               | 108       | Original |
| 36        | Original               |           |                        |           |          |

\* - indicates those pages included with this filing

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

**EFFECTIVE**  
**2/25/2019**

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

Issue Date: February 22, 2019

Michelle Ansley, Chief Administrative Officer  
 115 Gateway Drive  
 Macon, GA 31210

Effective Date: February 25, 2019

LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

CHECKSHEET (cont'd)

| Sheet No. | Issue    |   | Sheet No. | Issue |  | Sheet No. | Issue |
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| 109       | Original | * |           |       |  |           |       |
| 110       | Original | * |           |       |  |           |       |
| 111       | Original | * |           |       |  |           |       |
| 112       | Original | * |           |       |  |           |       |
| 113       | Original | * |           |       |  |           |       |
| 114       | Original | * |           |       |  |           |       |
| 115       | Original | * |           |       |  |           |       |
| 116       | Original | * |           |       |  |           |       |
| 117       | Original | * |           |       |  |           |       |
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| 137       | Original | * |           |       |  |           |       |
| 138       | Original | * |           |       |  |           |       |

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Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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TABLE OF CONTENTS

|                                       | <u>Sheet No.</u> |
|---------------------------------------|------------------|
| Explanation of Symbols .....          | 4                |
| 1. Definitions and Abbreviations..... | 5                |
| 2. Rules and Regulations .....        | 17               |
| 3. Service Areas.....                 | 40               |
| 4. Services .....                     | 47               |

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Issue Date: December 17, 2018

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115 Gateway Drive  
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Effective: January 1, 2019





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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Tariff for the purpose indicated below:

- (C) Changed rule or regulation
- (D) Discontinued rate or regulation
- (E) Correction of an error
- (F) Change in format, lettering or numbering
- (I) Increased rate
- (M) Moved text or section without change
- (N) New rate or regulation
- (P) Change in practice
- (R) Reduced rate
- (T) Change in text but no change in rate or regulation

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Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS

The following terms, whether or not capitalized in this Tariff, shall have the meanings set forth below:

Anonymous Call Rejection – Allows a customer to automatically reject calls from parties who have a privacy feature that prevents the delivery of the calling number to the called.

Auto Redial – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company’s equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Blocker – Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer’s list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user’s station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Forwarding-Busy Line – Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forwarding-Busy Line/Don’t Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

Call Forwarding-Don’t Answer – Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company’s equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Selector – Provides a distinctive ring pattern for calls received from up to six different telephone numbers.

Call Transfer – Provides the capability to transfer or add a third party, using the same line.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

DEFINITIONS AND ABBREVIATIONS (cont'd)

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Deluxe – Residential only feature, allows forwarding and Call Waiting as well as allowing subscriber to receive notification on a busy line that there is another incoming call. Gives out Caller ID information on Second Caller.

Call Waiting ID – Allows for the display of the name and/or number of a new caller when user is already talking on the telephone and receives another phone call on the customer's CPE and allows the customer to decide to answer the new incoming call or not.

Call Waiting ID Options – Allows Call Waiting ID customer to identify the name and/or number of an incoming caller when already talking on the telephone and receive another phone call on customer's CPE. The customer may decide how to handle the second caller from a menu choice known as Disposition Codes appearing on the customer's CPE as menu options.

Cancel Call Waiting – Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Caller ID Deluxe – Displays the name and number of the incoming call and rejects blocked numbers

Caller ID – Number – Identifies the 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

Calling Number and Name Delivery Blocking, per call – Blocks deliver of name and number information to Caller ID.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Caller ID on Call Waiting – Provides calling number and calling name delivery following the Call Waiting tone.

Caller ID Blocking – Blocks the delivery of the number and name to the called party on a per call basis. Can either be “selective” or “complete.”

Calling Features – Optional telephone services allowing customers to efficiently manage the call flow generated over their exchange access lines.

Collect Call – Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be reoriginated from the called service point.

Company, the – Lingo Telecom of the South, Inc. unless the context indicates otherwise.

Commission – The Lingo Telecom of the South, Inc., unless the context indicates otherwise.

Conference Telephone Service– The furnishing of simultaneous connection between three or more exchange access arrangements. If Long Distance Message Telecommunications rates would apply on a connection between any two of the exchange access arrangements so connected, conference service will be furnished in accordance with Section 4.6 of this Tariff.

CPE – Customer Provided Equipment.

Customer – The Person which orders or uses the service and is responsible for the payment of rates and charges and compliance with tariff regulations.

Customer Account – A customer’s record relating to the service or equipment billed to a single telephone number. Service may be all on one premises or extended to other premises as long as it is part of the main telephone system and billed to the main telephone number.

Customer Alerting Enablement – Allows residence lines to receive an audible alerting tone (intermittent dial tone) transmitted from the central office.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Customer Provided Equipment (CPE) – Equipment provided by the Customer.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Demarcation Point – That point of interconnection between the Company’s facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission’s rules and regulations (a network interface).

The network interface may be located at a point other than the normal demarcation point where the network interface is already established by the presence of network equipment on the effective date of this Tariff. For multi-unit structures (e.g., apartments, college campuses, shopping centers), the structure owner shall make the final decision on whether the structure shall be treated as a multi-unit structure with one Demarcation Point per unit or, as a single unit with one Demarcation Point for the entire structure. The structure owner shall have the option of having the Demarcation Point placed at a location other than that determined by the Company, provided the structure owner pays any additional construction costs and such location is consistent with the minimum point of entry standard.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, recreational vehicles), the Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks and similar premises may be treated by the Company as a single unit premises, with the Demarcation Point being placed on the shore.

Directory Assistance – Service whereby Customers may request assistance in determining telephone numbers when the listed name is provided.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Directory Assistance Call Completion (DACC) – Service whereby customers may request completion of local or intraLATA long distance calls to a requested number by either the Directory Assistance operator (Semi-Automated) or the Directory Assistance audio response system that provides the requested directory number (Fully Automated).

Directory Listing – The publication in the BellSouth Telecommunications, Inc. White Pages directory of information relative to the customers’ telephone numbers (“the Directory”), by which telephone users are enabled to ascertain the telephone number of a desired telephone.

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user’s home or, for example, partners in a business.

Additional Main Listings- A no charge listing associated with a ring master number. Additional main listings are not entitled to a free yellow page listing.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Caption Listings- A caption is a listing set arrangement composed of a caption header and indented listings. A caption benefits the use by simplifying the appearance of the listing.

Example:

Atlanta Braves Baseball Club-  
General Office.....404-777-1000  
Braves Clubhouse Store..404-777-1020



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Directory Listing (cont'd)

Cross Reference Listing- A Cross Reference Listing may be furnished when it is necessary to refer the directory user to another directory listing. Example: Maryville Lumber.....See Drake Lumber

Dual Name Listings – A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines – An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

Free Additional Listing- A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. There is no charge for this listing.

Free Foreign Listing- A foreign listing is provided free of charge if the customer is close to the border of another local calling area. Whether or not a foreign listing is to be free of charge is determined by BST.

Foreign Listings – Allows the Customer to have a Directory listing outside of his/her local area.

Nonlisted Service – A listing, at the customer’s request, is omitted from the Directory, but appears on Directory Assistance records.

Nonpublished Exchange Service – A listing, at the customer’s request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Optional Calling Plan Listing- A subscriber of a two-way or inward Optional Calling Plan may be furnished a foreign listing with the text of “no charge for calls direct dialed to this number from (name of exchange)”.

Primary Listing – One listing, termed the Primary Listing, is provided without charge. One copy of the telephone directory for the service area in which Customer is a subscriber will be delivered to Customer within 10 days after service is installed.

Regular Extra Listings – A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Directory Listing (cont'd)

Stylist Service Listing- Where available, a subscriber may request to have the assigned telephone number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Stylist service is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used. The digits "0" or "1" may not be used to represent the letters "O" or "I" in a Stylist service listing.

Example:

Simmons, Shawn 297-Home

Telephone Answering Service Listing- A client of a telephone answering service may list the telephone number of the answering service with his name.

Titles and Suffixes- A title of address that precedes a name, such as Mrs., Rev., Capt., may be included in a residence personal name listing. A professional designation or an educational, such as MD, CPA, CREA, or JP are suffixes that may be included in a residence or personal name listing as a suffix. A maximum of 3 titles and /or suffix are allowed per each residence or personal name listing.

There are four types of titles:

Title of Lineal Descent(JR, II, etc)

Titles of Address (Rev, Dr, etc)

Military Titles (Adm, Lt Col, etc)

Degrees/Professional Affiliation (PhD, RN, etc)

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Disconnection – The temporary cessation of telecommunications service.

Distinctive Ringing – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

DN – Dependent Number. See “Multi-Directory Numbers.

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

Exchange – A telephone system which provides for service within a specified area known as the “Exchange Area.”

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Tariff.

Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Intercept Referral Service-Basic – Used when a customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address. This service is provided to residential customers for a minimum of 30 days, while capacity on facilities exists.

Intercept Referral Service-Special – Same as Intercept Referral Service – Basic, plus it provides additional information to the caller.

Intercom Calling – Enables single line customers to set up internal communications (intercom) between multiple telephone extensions. The customer establishes intercom calls by dialing a code and hanging up the telephone handset. The code activates distinctive ringing to alert intercom users of an intercom call. Three-Way Calling is necessary for the operation of Intercom Calling. This feature is obsolete except for existing customers at existing locations.

Interexchange Channel – That portion of a channel which interconnects exchanges in which the stations are located.

LATA – Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Multi-Directory Numbers – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

Multiline Hunt Group – Rotary (hunting) service provided in Electronic Switching System (ESS) offices where a standard seven-digit number is assigned only to the first line in a customer’s number group. Subsequent lines are designated by using two-, three- or four-digit numbers dependent on the type of ESS office. The Company reserves the right to determine when Multiline Hunt Group numbers are assigned.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

Semi-Automated – Where the personal originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Preferred Call Forwarding - Allows the customer to transfer up to 6 telephone numbers on a screening list to another number.

Preferred Customer Discount (PCD) – A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

Priority Call – Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Company’s equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

Repeat Dialing – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company’s equipment will keep trying to call the number being redialed for a maximum of 30 minutes.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Remote Access to Call Forwarding – Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Selective Call Forwarding – Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.

Sent-Paid – Denotes a billing arrangement whereby a call is charged to the service point originating the call.

Series Completion – Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven-digit number. The Company reserves the right to determine when series completion numbers are assigned.

Simultaneous Call Forwarding – Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The line/trunks at the Simultaneous Call Forwarding customer's terminating location must equal or exceed the aggregated number of potential originating calls from all customer locations. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e. g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.

Speed Calling – Allows a subscriber to establish a speed calling list, which associates telephone numbers with a unique q-digit and/or 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. This feature is available as an eight code list or a thirty code list. Code lists may include local and/or toll telephone numbers.

Station – Telephone equipment from or to which calls are placed.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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1. DEFINITIONS AND ABBREVIATIONS (cont'd)

Three-Way Calling – Allows a station in the talking state to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll Restriction – Allows the customer to establish, on a per line basis, call restrictions by the calling party.

Termination – The permanent cessation of telecommunications service.

Two-Point Service, Person-to-Person – That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.

Two-Point Service, Station-to-Station – That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish telecommunications service pursuant to the terms of this Tariff in connection with one-way and/or two-way information transmission between points within a calling scope in portions of the Commonwealth of Kentucky, as specified herein.
- 2.1.2 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.
- 2.1.3 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.
- 2.1.4 The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
- 2.1.5 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- 2.1.6 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

2.2 Limitations of Service

- 2.2.1 The Company offers service to all Persons who desire to purchase service from the Company consistent with all provisions of this Tariff. Persons interested in the Company's services shall submit information to the Company which fully satisfies the Company and identifies the services requested.
- 2.2.2 Service is offered subject to the availability of the necessary facilities and equipment, necessary arrangements with other carriers and billing capabilities, and is subject to the provisions of this Tariff. The Company reserves the right not to provide service to or from a location where legally prohibited.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.2 Limitations of Service (cont'd)

2.2.3 The Company reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of any provision in this Tariff, the rules and regulations of the Commission, or the law.

2.2.4 Title to all facilities provided by the Company under this Tariff remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.3 Use of Service

2.3.1 Permitted Uses

Service may not be used for any unlawful purposes, or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier.

2.3.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Tariff.

2.3.3 Fixed Service Period

If Customer and the Company have agreed to a specified term of service under any service order, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice.

2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Tariff or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.4 Liability

The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Tariff or any service order shall not exceed the amount of the credit allowance described in Section 2.6 herein. The extension of credit allowances as described in Section 2.6 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Tariff or any service order. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost business, goodwill, income or profits, even if advised of the possibility of the same.





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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.4 Liability (cont'd)

2.4.2 The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Tariff or any service order, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.

2.4.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:

- A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under this Tariff;
- B. Connecting, combining, or adapting the Company's facilities with Customer's apparatus or systems;
- C. Any loss, destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives, family members or invitees;
- D. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by this Tariff or any agreement between the Customer and the Company; or
- E. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.4 Liability (cont'd)

2.4.4 Emergency 911 Service (E911) 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.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, 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 arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.4 Liability (cont'd)

2.4.4 (Cont'd.)

When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this Tariff, Customer acknowledges and agrees with the release of information as described above.

The Company will supply subscriber information to update the Emergency 911 Service database at the time the Company submits subscriber orders for basic Local Residential Exchange Telecommunications service to Southwestern Bell Telephone Company.

At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. At that time, the Company will be obligated to provide facilities to route calls from the end users to the proper PSAP.

The Company recognizes the authority of the E911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental agency.

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



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.4 Liability (cont'd)

2.4.6 THE COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS TARIFF, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.5 Interruption of Service

Customer will be entitled to a credit allowance for an interruption of service which is not caused by or does not result from the negligence or act of Customer or to the failure of channels, equipment, power supplies, and/or communications systems provided by Customer or Persons other than the Company. A credit allowance is subject to the provisions of this section and the other sections of this Tariff, including, but not limited to, the general liability provisions set forth in Section 2.4 herein and the terms of Section 2.6 herein. Customer is obligated to notify the Company immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, Customer shall ascertain that the interruption is not being caused by any action or omission of Customer within his or her control, or is not in wiring on Customer's side of the Demarcation Point or equipment, power supplies, or communications systems, if any, furnished by Customer or Persons other than the Company.

2.6 Responsibility of the Customer

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities. Customers are responsible for:

- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.
- B. Providing:
  - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
  - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
- C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
  - 1. the negligence or willful act of Customer or user;
  - 2. improper use of service; or
  - 3. any use of equipment or service provided by others.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.1 (cont'd)

- D. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate the Company's facilities and equipment installed on the Customer Premises, and the level of heating and air conditioning necessary to maintain a proper operating environment on such premises.
- E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide services to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by, the Company to the Customer.
- F. Providing the Company's authorized employees, contractors, or agents access to the Customer's premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service.
- G. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of the Company's facilities and equipment in any Customer Premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for the Company's employees, contractors, or agents to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or, upon termination service as stated herein, removing the facilities or equipment of the Company, and not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- H. A Customer who subscribes to the Company's Exchange Service and resells these services to others shall be responsible for complying with all laws and regulations of the Commonwealth of Kentucky, which relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, Customers regarding local telephone service provided by another carrier.
- I. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

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

2.6.3 Credit Allowances

- A. Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
- B. Credit allowances for failure of service or equipment starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment located on the Customer's side of the Demarcation Point.
- D. Only those portions of the service or equipment disabled will be credited. No credit allowances will be made for:
  - 1. interruptions of service resulting from the Company performing routine maintenance;
  - 2. interruptions of service for implementation of a Customer order for a change in the service;
  - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
  - 4. interruptions of service because of the failure of service or equipment provided by Customer, authorized user, or other carriers.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.3 Credit Allowances (cont'd)

E. Credit Allowance – Directory

For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Tariff, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

2.6.4 Cancellation by Customer

A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or other fixed term service contract.

B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Tariff.
- B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, 800; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
- D. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
- E. Customer is liable for all costs associated with collecting past due charges, including all attorney's fees.





LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.5 Payment and Charges for Service (cont'd)

- F. Billing information provided to each customer on a monthly basis shall include but not be limited to:
1. The number of access lines for which charges are stated.
  2. Each applicable telephone number and/or account number.
  3. The beginning or ending dates of the billing period.
  4. The date the bill becomes delinquent if not paid on time.
  5. The unpaid balance (if any).
  6. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
  7. An itemization of the amount due for taxes, franchise fees, 911 surcharges, universal service fund charge, local number portability charge, end user common line charges, primary interexchange carrier charges and other surcharges as may be necessary and appropriate, including any of the foregoing charges passed through to the Company by Bell South Telecommunications, Inc.
  8. The total amount due.
  9. If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated.
  10. A Toll- free telephone number where inquiries may be made (1-888-772- 4724).
  11. If a deposit is held by the company.
  12. Optional services may be billed as a total of all optional services for which a flat monthly charge is made.
  13. Credit for service outages will also be reflected.
- G. During the first billing period in which a residential customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.
- H. If notice of a dispute as to charges is not received in writing, in person or via telephone message by the Company within 30 days after billing is received by the Customer, the invoice shall be considered correct and binding on the Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and the Company may be forwarded to the Commission's Consumer Services Division.



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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**

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**2. RULES AND REGULATIONS (cont'd)****2.6 Responsibility of the Customer (cont'd)****2.6.6 Advance Payments and Deposits****A. Advance Payments**

The Company may require a Customer or applicant for service to make an advance payment (1) if the applicant is unable to establish that he had a previous account with a telephone utility for a period of at least 12 months for which all undisputed charges were satisfactorily paid, or (2) if the applicant has had no previous telephone service or has had previous telephone service of less than 12 months, the applicant's credit record will be accessed and evaluated by means of a mechanized retrieval system between the Company and nationally recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score is as follows: collection judgments, written-off accounts, outstanding collection accounts, various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring, bankruptcies, liens, other public records. The advance payment will not exceed an amount equal to all nonrecurring charges and two month's estimated recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

**B. Deposits**

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

The deposit shall cease to draw interest on the date it is returned or credited to the customer's account. The deposit shall cease to draw interest after the discontinuance of service.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.6 Advance Payments and Deposits (cont'd)

B. Deposits (cont'd)

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

1. Residential Customers Requirements

No deposit will be required:

- a. If it can be verified that the residential applicant has been a customer of any telephone company in Kentucky for the same kind of service within the last two (2) years, and is not delinquent in payment of any telephone service account and during the last 12 consecutive months of service did not have more than two occasions in which a bill for telephone service was paid after becoming delinquent, did not present a dishonored check, and never had service disconnected for nonpayment, or
- b. If the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required. Guaranty contracts shall be on a form provided by the Company which shall include the Company's right to transfer charges from a defaulted bill of the guaranteed account to the account or accounts of the guarantor. Guarantors must be present Company customers and must be acceptable as guarantors to the Company.

2. [Reserved for Future Use]

3. Existing Customers Requirements

A present customer may be required to post a new or additional deposit as a condition of continued service if undisputed charges have become delinquent in two out of the last 12 billing periods or if the customer has had service disconnected during the last 12 months, has presented a dishonored check or has had significant changes in toll or recurring charges.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.6 Advance Payments and Deposits (cont'd)

B. Deposits (cont'd)

4. Amount of Deposit or Guaranty Contract

The amount of the deposit shall not exceed an amount equal to one months' recurring charges where billed in advance, or two months' charges when billed in arrears, plus two months' toll or nonrecurring charges, determined by actual or anticipated usage.

5. Refund of Deposits or Return of Guaranty Contracts

If service is not connected, or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection for application of deposits, and no additional deposit may be required unless otherwise permitted.

When the customer has paid bills for 12 consecutive months without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent, and has not presented a dishonored check, and when the customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest in the form of a credit to the customer's bill, or void the guarantee. If the customer does not meet these refund criteria, the deposit and interest may be retained.

The deposit and interest may be retained pending the resolution of a dispute with respect to charges secured by the deposit.

2.6.7 Returned Check Charge

The Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.6 Responsibility of the Customer (cont'd)

2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the "Due Before Date". A charge of \$5.50 plus 1.5% of the unpaid balance will be applicable on all residential bills if unpaid charges are greater than \$6.00. A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

Collection procedures are unaffected by the application of the late payment or finance charge. The late payment charge does not apply to final amounts.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company

2.7.1 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff and applicable rules of the Commission.
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially reduce the technical parameters of the service provided to the Customer.
- D. Subject to the arrangement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the customer. Special construction is that construction undertaken and characterized by one or more of the following:
  - 1. Facilities requested are not presently available, and there is no other requirement for the facilities so constructed.
  - 2. Facilities requested are of a type other than that which the Company would normally utilize in the furnishing of its services.
  - 3. Facilities requested are over a route other than that which the Company would normally utilize in the furnishing of its services.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company (cont'd)

2.7.1 Provision of Equipment and Facilities (cont'd)

D. (cont'd)

4. Facilities requested are in a quantity greater than that which the Company would normally construct.
5. Facilities are requested on an expedited basis.
6. Facilities are requested on a temporary basis until permanent facilities are available.
7. Facilities are requested in advance of normal construction.

2.7.2 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twenty four hours.
- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

2.7.3 Cancellation of Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company (cont'd)

2.7.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:

- A. Nonpayment of a bill for regulated telecommunications services within the period, but the Company shall mail or otherwise deliver to the Customer five (5) days' written notice of intent to terminate, but under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill;
- B. Failure to make a security deposit, but the Company shall not terminate service to the Customer for this reason without having first made a reasonable effort to obtain Customer compliance and the Customer has been given at least ten (10) days written notice of termination;
- C. Violation of or noncompliance with any provision of law, or of the tariffs or terms and conditions of service of the telecommunications service provider filed with and approved by the Commission, but the Company shall not terminate service to the Customer for this reason without having first made a reasonable effort to obtain Customer compliance and the Customer has been given at least ten (10) days written notice of termination;
- D. Refusal to permit the telecommunications service provider reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof, but the Company shall not terminate service to the Customer for this reason without having first made a reasonable effort to obtain Customer compliance and the Customer has been given at least ten (10) days written notice of termination.
- E. Interconnection of a device, line, or channel to telecommunications service provider facilities or equipment contrary to the telecommunications service provider's terms and conditions of service on file with and approved by the Commission, but the Company shall not terminate service to the Customer for this reason without having first made a reasonable effort to obtain Customer compliance and the Customer has been given at least ten (10) days written notice of termination.
- F. Use of telephone service in such manner as to interfere with reasonable service to other end-users, but the Company shall not terminate service to the Customer for this reason without having first made a reasonable effort to obtain Customer compliance and the Customer has been given at least ten (10) days written notice of termination.

Customers shall have a minimum of 12 days from the rendition of a bill to pay the charges stated.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.





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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company (cont'd)

2.7.4 Disconnection of Service by the Company (cont'd)

Insufficient reasons for denial or disconnection of service:

- A. Nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. The Company shall not disconnect or suspend service without mailing or delivering a bill to the customer for the amount due.
- B. Residential service will not be disconnected for failure to pay a bill for a business service.
- C. [Reserved for Future Use]
- D. Service will not be withheld from a customer whose name was fraudulently used to obtain service at another location without the end user's permission or knowledge.
- E. The Company shall not deny service to a customer for nonpayment of an amount past due for more than three (3) years, if the company cannot substantiate the charges with a copy of the customer's bill.
- F. Service shall not be discontinued to a current customer in good standing who accepts an additional household member owing a previous bill to the Company, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the customer at a different or same location.
- G. The Company shall not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the Commonwealth of Kentucky.
- H. Local exchange service shall not be denied or terminated for nonpayment of non-regulated services or disputed charges.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company (cont'd)

2.7.4 Disconnection of Service by the Company (cont'd)

The Company's Notice of Disconnection shall contain the following information:

The words "NOTICE OF DISCONNECTION" or words with the same meaning, in print type larger than the print type of the notice text.

The name, address and telephone number of the Customer.

A statement of the reason for the proposed disconnection and the cost (to the Customer) for reconnection.

The date on or after which service will be disconnected unless appropriate action is taken.

The telephone number in bold print of the Company where the customer may make an inquiry.

A statement that the customer must contact the Company regarding the disconnection, prior to contacting the Commission's Consumer Services Division.

The address and telephone number of the Commission's Consumer Services Division, in print size which is smaller than the print size used for the Company's telephone number

The services that are being disconnected, whether local and/or toll, and if the service to be disconnected is local service, a statement that the customer must also contact their IXC if such customer wishes to terminate such service in order to avoid incurring additional charges for such service.

The following additional information shall be in the notice unless said information can be obtained in the telephone directory and the notice refers the customer to the location in the directory where the information can be obtained:

- A. A statement of how a customer may avoid the disconnection of service, including a statement that the customer must notify the Company on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of the Company.
- B. A statement that informs the customer where payments may be made or how to obtain a listing of authorized payment agencies.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

2. RULES AND REGULATIONS (cont'd)

2.7 Responsibility of the Company (cont'd)

2.7.5 Equal Access

The Company will allow Customers the choice of intraLATA and interLATA interexchange carriers.

2.8 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service.

During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

2.9 Taxes and Surcharges

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), universal service fund charges, local number portability charge, end user common line charges, primary interexchange carrier charges, and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. In addition to any of the foregoing charges paid directly by the Company, the Company will also pass through to the Customer an amount equal to the government fees, taxes, and surcharges that the Company pays through Bell South Telephone Company.

TRS and TAP charges      \$0.03, per access line per month

Lifeline Surcharge      \$0.07 \*, per access line per month

(R)

2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

*\*This rate is effective for bills rendered on or after February 15, 2019 per February 15, 2019 in case No. 2016-00059.*

|  |            |
|--|------------|
| <b>KENTUCKY<br/>PUBLIC SERVICE COMMISSION</b>      |            |
| Gwen R. Penson<br>Executive Director               | (T)<br>(T) |
| EFFECTIVE<br>February 25, 2019<br><b>2/25/2019</b> |            |
| PURSUANT TO 807 KAR 5:011 SECTION 9 (1)            |            |

Issue Date: February 22, 2019

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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2. RULES AND REGULATIONS (continued)

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Tariff, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Tariff.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires.

2.13 Disputes

In the event of a dispute between a customer and the Company regarding any bill for telephone service, the Company shall make an investigation as required by the particular case, and report the results to the customer. In the event the dispute is not resolved, the Company shall inform the customer of the complaint procedures of the Commission.

Notwithstanding any other section of the Company's tariffs, the customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billings not disputed.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

3. SERVICE AREAS

3.1 Service Areas Defined (1)

| <u>KYFRKC</u> | <u>KYLSVC</u> | <u>KYLSV1</u>          | <u>KYOTHLO1</u>   | <u>KYOTH1</u>   |
|---------------|---------------|------------------------|---|---|
| Frankfort     | Louisville    | LaGrange<br>West Point | Danville<br>Georgetown<br>Henderson<br>Maysville<br>Mayfield<br>Oak Grove<br>Owensboro<br>Richmond<br>Shelbyville<br>Winchester<br>Woodburn | Bowling Green<br>Hopkinsville<br>Madisonville<br>Middlesboro<br>Shelbyville |

(1) Effective August 25, 2008, see section 3.3 Service Areas by CLLI for updated service areas.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

3. SERVICE AREAS (cont'd)

3.1 Service Area Defined (cont'd)

|                  | <u>KYOTHLO2</u>  | <u>KYOTHO2</u> |
|------------------|------------------|----------------|
| Allen            | Maceo            | Corbin         |
| Beaver Dam       | Mackville        | Harlan         |
| Benton           | Marion           | Paducah        |
| Bremen           | Martin           | Pineville      |
| Burgin           | McCarr           | Prestonsburg   |
| Cadiz            | McDowell         | Williamsburg   |
| Campbellsburg    | Mooreville       |                |
| Carrollton       | Morganfield      |                |
| Cayce            | Morgantown       |                |
| Central City     | Mortons Gap      |                |
| Clay             | Mount Sterling   |                |
| Clinton          | Murray           |                |
| Cloverport       | Neon             |                |
| Cornishville     | New Haven        |                |
| Cynthiana        | North Middletown |                |
| Dawson Springs   | Nortonville      |                |
| Drakesboro       | Paintsville      |                |
| Earlington       | Paris            |                |
| Eddyville        | Pleasant Ridge   |                |
| Elkhorn City     | Princeton        |                |
| Elkton           | Providence       |                |
| Ensor            | Rose Terrace     |                |
| Fedscreek        | Russellville     |                |
| Franklin         | Sacramento       |                |
| Freeburn         | Sebree           |                |
| Fulton           | Simpsonville     |                |
| Gilbertsville    | South Williamson |                |
| Greenville       | Springfield      |                |
| Guthrie          | Stamping Ground  |                |
| Habit            | Stanford         |                |
| Hanson           | Stanton          |                |
| Harrodsburg      | Stone            |                |
| Hartford         | Sturgis          |                |
| Hickman          | Sulphur          |                |
| Inez             | Symsonia Virgie  |                |
| Island           | Wallins Creek    |                |
| Jellico          | Water Valley     |                |
| Junction City    | Wayland          |                |
| Lawrenceburg     | Whitesburg       |                |
| Lebanon Junction | Whitesville      |                |
| Little Rock      |                  |                |
| Livermore        |                  |                |
| Louisa           |                  |                |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

3. SERVICE AREAS (cont'd)

3.2 Service Area by Rate Group (1)

| <u>A</u> | <u>B</u> | <u>C</u> | <u>D</u> |
|----------|----------|----------|----------|
|          | KYOTHLO  | KYOTHLO  | KYFRKC   |
| KYLSVC   | 1        | 2        |          |
| KYLSV1   | KYOTH1   | KYOTH2   |          |

(1) Effective August 25, 2008, see section 3.3 Service Areas by CLLI for updated service areas.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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3. SERVICE AREAS (cont'd)

3.3 [Reserved for Future Use]

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Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019

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 LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF
 

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## 3. SERVICE AREAS (cont'd)

## 3.4 AT&amp;T CLLI's and Rate Groups

| <u>CLLI</u> | <u>Rate<br/>Group</u> | <u>CLLI</u> | <u>Rate<br/>Group</u> | <u>CLLI</u> | <u>Rate<br/>Group</u> |
|-------------|-----------------------|-------------|-----------------------|-------------|-----------------------|
| ALLNKYMA    | 3                     | CYDNKYMA    | 3                     | HBVLKYMA    | 3                     |
| AURRKYMA    | 3                     | CYNTKYMA    | 3                     | HCMNKYMA    | 3                     |
| BDFRKYMA    | 3                     | DAVLKYMA    | 1                     | HDBGKYMA    | 3                     |
| BGDDKYMA    | 3                     | DIXNKYMA    | 3                     | HNSNKYMA    | 2                     |
| BLFDKYMA    | 3                     | DRBOKYES    | 3                     | HPVLKYMA    | 2                     |
| BLSPKYMA    | 3                     | DWSPKYES    | 3                     | HRBGKYES    | 3                     |
| BNLYKYMA    | 3                     | EDVLKYMA    | 3                     | HRFRKYMA    | 3                     |
| BNTNKYMA    | 3                     | EKTNKYMA    | 3                     | HRLNKYMA    | 3                     |
| BRGNKYMA    | 3                     | ELCYKYES    | 3                     | HWVLKYMA    | 3                     |
| BRMNKYMA    | 3                     | EMNNKYES    | 3                     | INEZKYMA    | 3                     |
| BRTWKYES    | 2                     | EMNNKYPL    | 3                     | ISLDKYMA    | 3                     |
| BVDMKYMA    | 3                     | ENSRKYMA    | 3                     | JCSNKYMA    | 3                     |
| BWLGKYAT    | 1                     | ERTNKYMA    | 2                     | JNCYKYMA    | 3                     |
| BWLGKYMA    | 2                     | FDCKKYES    | 3                     | KKVLKYMA    | 3                     |
| BWLGKYRV    | 3                     | FDVLKYMA    | 3                     | LBJTKYMA    | 3                     |
| BYVLKYMA    | 3                     | FEBRKYMA    | 3                     | LFYTKYMA    | 3                     |
| CADZKYMA    | 3                     | FKLNKYMA    | 3                     | LGRNKYES    | 3                     |
| CHPLKYMA    | 3                     | FLTNKYMA    | 3                     | LOUSKYES    | 2                     |
| CLAYKYMA    | 3                     | FNVLKYMA    | 3                     | LRBGKYMA    | 3                     |
| CLHNKYMA    | 3                     | FORDKYMA    | 3                     | LSVLKY26    | 1                     |
| CLPTKYMA    | 3                     | FRDNKYMA    | 3                     | LSVLKYAN    | 1                     |
| CLTNKYES    | 3                     | FRFTKYES    | 2                     | LSVLKYAP    | 1                     |
| CMBGKYMA    | 3                     | FRFTKYMA    | 2                     | LSVLKYBE    | 1                     |
| CNCYKYMA    | 2                     | GBVLKYMA    | 3                     | LSVLKYBR    | 1                     |
| CNTNKYMA    | 3                     | GHNTKYMA    | 3                     | LSVLKYCS    | 1                     |
| CNTWKYMA    | 3                     | GNVLKYMA    | 3                     | LSVLKYCW    | 2                     |
| COTNKYMA    | 3                     | GRACKYMA    | 3                     | LSVLKYFC    | 2                     |
| CRBNKYMA    | 2                     | GRTWKYMA    | 2                     | LSVLKYHA    | 2                     |
| CRBOKYMA    | 3                     | GTHRKYMA    | 3                     | LSVLKYJT    | 2                     |
| CRLSKYMA    | 3                     | HABTKYMA    | 3                     | LSVLKYOA    | 2                     |
| CRTNKYMA    | 3                     | HANSKYMA    | 3                     | LSVLKYSH    | 1                     |

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
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 Macon, GA 31210

Effective: January 1, 2019

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## 3. SERVICE AREAS (cont'd)

## 3.4 AT&amp;T CLLI's and Rate Groups (cont'd)

| <u>CLLI</u> | <u>Rate<br/>Group</u> | <u>CLLI</u> | <u>Rate<br/>Group</u> | <u>CLLI</u> | <u>Rate<br/>Group</u> |
|-------------|-----------------------|-------------|-----------------------|-------------|-----------------------|
| LSVLKYSL    | 1                     | OWTNKYMA    | 3                     | SNTNKYMA    | 3                     |
| LSVLKYSM    | 1                     | PARSKYMA    | 3                     | SPFDKYMA    | 3                     |
| LSVLKYTS    | 1                     | PDCHKYIP    | 2                     | SRGHKYMA    | 3                     |
| LSVLKYVS    | 2                     | PDCHKYLO    | 2                     | SSVLKYMA    | 3                     |
| LSVLKYWE    | 1                     | PDCHKYMA    | 1                     | STCHKYMA    | 3                     |
| LSVMKYCY    | 1                     | PDCHKYRL    | 2                     | STFRKYMA    | 3                     |
| LVMRKYMA    | 3                     | PIVLKYMA    | 3                     | STGRKYMA    | 3                     |
| MACEKYMA    | 3                     | PKVLKYGV    | 2                     | STNLKYMA    | 3                     |
| MARNKYMA    | 3                     | PKVLKYMA    | 2                     | STONKYMA    | 3                     |
| MARTKYMA    | 3                     | PKVLKYMT    | 3                     | STRGKYMA    | 3                     |
| MCCRKYMA    | 2                     | PLRGKYMA    | 3                     | SWSNKYMA    | 3                     |
| MCDNKYMA    | 3                     | PMBRKYMA    | 3                     | SYMSKYMA    | 2                     |
| MCWLKYMA    | 3                     | PNTHKYMA    | 3                     | TRE NKYMA   | 3                     |
| MDBOKYMA    | 2                     | PNVLKYMA    | 2                     | TYVLKYMA    | 3                     |
| MDVIKYMA    | 2                     | PRBGKYES    | 3                     | UTICKYMA    | 3                     |
| MGFDKYMA    | 3                     | PRTNKYES    | 3                     | VIRGKYMA    | 3                     |
| MGTWKYMA    | 3                     | PRVDKYMA    | 3                     | WACOKYMA    | 3                     |
| MLBGKYMA    | 3                     | PRVLKYMA    | 3                     | WDBNKYMA    | 2                     |
| MLTNKYMA    | 3                     | PTRYKYMA    | 3                     | WDDYKYMA    | 3                     |
| MRGPKYMA    | 3                     | RBRDKYMA    | 3                     | WHBGKYMA    | 3                     |
| MRRYKYMA    | 2                     | RCMDKYMA    | 2                     | WHVLKYMA    | 3                     |
| MTEDKYMA    | 3                     | RLVLKYMA    | 3                     | WLBGKYMA    | 3                     |
| MTSTKYMA    | 3                     | RSTRKYES    | 2                     | WLCKKYES    | 3                     |
| MYFDKYMA    | 2                     | SCRMKYMA    | 3                     | WLVLKYMA    | 3                     |
| MYVLKYMA    | 1                     | SDVLKYMA    | 3                     | WNCHKYMA    | 2                     |
| NEBOKYMA    | 3                     | SEBRKYMA    | 3                     | WNCHKYPV    | 3                     |
| NEONKYES    | 3                     | SHGVKYMA    | 3                     | WRFDKYMA    | 3                     |
| NRVLKYMA    | 3                     | SHVLKYMA    | 2                     | WSBGKYMA    | 3                     |
| NWHNKYMA    | 3                     | SLGHKYMA    | 3                     | WSPNKYMA    | 3                     |
| OKGVKYES    | 2                     | SLPHKYMA    | 3                     | WTVYKYMA    | 2                     |
| OWBOKYMA    | 1                     | SLVSKYMA    | 3                     | WYLDKYES    | 3                     |

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
 115 Gateway Drive  
 Macon, GA 31210

Effective: January 1, 2019

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 LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF
 

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## 3. SERVICE AREAS (cont'd)

## 3.5 Windstream Kentucky East CLLI's and Calling Exchanges

| <u>CLLI</u> | <u>Calling<br/>Exchange</u> | <u>CLLI</u> | <u>Calling<br/>Exchange</u> | <u>CLLI</u> | <u>Calling<br/>Exchange</u> |
|-------------|-----------------------------|-------------|-----------------------------|-------------|-----------------------------|
| ALBYKYXA    | 3                           | FMBGKYXA    | 3                           | MDWYKYXA    | 4                           |
| ARTNKYXA    | 1                           | GRSNKYXA    | 1                           | MLBNKYXA    | 1                           |
| ASLDKYXA    | 5                           | GMTWKYXA    | 1                           | MNTIKYXA    | 2                           |
| AGSTKYXA    | 3                           | GLSGKYXA    | 4                           | MRHDKYXA    | 2                           |
| BBVLKYXA    | 2                           | GYSNKYXA    | 2                           | MTOLKYXA    | 3                           |
| BRWLKYXA    | 1                           | GNBGKYXB    | 2                           | MTVRKYAI    | 1                           |
| BESPKYXA    | 3                           | GNUPKYXA    | 4                           | NANCKYXA    | 3                           |
| BEREKYXA    | 3                           | HZRDKYXA    | 2                           | NCVLKYXA    | 4                           |
| BRVLKYXA    | 2                           | HLBOKYXA    | 1                           | OLHLKYXA    | 3                           |
| BRHDKYXA    | 1                           | HGVLKYXA    | 3                           | ONEDKYXA    | 3                           |
| BKVLKYXA    | 3                           | HTVLKYXE    | 2                           | OWVLKYXA    | 3                           |
| BWVLKYXA    | 1                           | IRVNKYXA    | 1                           | PNLCKYXE    | 3                           |
| BTVLKYXA    | 3                           | JNKNKYXA    | 2                           | PRCYKYXA    | 4                           |
| BSVLKYXA    | 3                           | JHVLKYXA    | 3                           | RSSLKYXB    | 4                           |
| BRSDKYXA    | 3                           | LNCSKYXA    | 3                           | SLLCKYXA    | 1                           |
| CLCTKYXA    | 2                           | LBNNKYXA    | 1                           | SCHLKYXA    | 3                           |
| CMVLKYXA    | 3                           | LTFDKYXA    | 2                           | SCVLKYXA    | 3                           |
| CYVLKYXA    | 3                           | LWGMKYXA    | 3                           | SHBGKYXA    | 3                           |
| CTBGKYXA    | 4                           | LXTNKYUK    | 5                           | SOVLKYXA    | 3                           |
| CECLKYXA    | 3                           | LXTNKYXA    | 5                           | SMLDKYXA    | 1                           |
| CKSNKYXA    | 2                           | LXTNKYXB    | 5                           | SMGVKYXA    | 4                           |
| CLMAKYXA    | 2                           | LXTNKYXC    | 5                           | SHDNKYXA    | 3                           |
| CLMBKYXA    | 1                           | LXTNKYXD    | 5                           | SMRTKYXA    | 3                           |
| CMLDKYXA    | 2                           | LXTNKYXE    | 5                           | SSHRKYXA    | 4                           |
| DOVRKYXA    | 3                           | LXTNKYXF    | 5                           | TLBOKYXA    | 3                           |
| EBRNKYAC    | 3                           | LXTNKYXG    | 5                           | TMVLKYXA    | 3                           |
| EZTWKYXA    | 4                           | LBRTKYXA    | 2                           | UNTWKYXA    | 1                           |
| EZTWKYXA    | 2                           | LVTNKYXA    | 1                           | VNBGKYXA    | 3                           |
| EBNKKYXA    | 4                           | LONDKYXA    | 3                           | VRSLKYXA    | 4                           |
| EVRSKYXA    | 2                           | LRTTKYXA    | 1                           | VICCKYXA    | 2                           |
| EWNGKYXA    | 3                           | MMCVKYXA    | 3                           | WASHKYXA    | 3                           |
| FBSHKYXA    | 3                           | MNCHKYXA    | 2                           | WHLLKYXA    | 3                           |
| FRNLKYXA    | 2                           | MYLCKYXA    | 3                           | WLMRKYXA    | 4                           |
| FLLCKYXA    | 3                           | MEDSKYXA    | 4                           |             |                             |

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES

4.1 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.2 General Exchange Services

4.2.1 [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.2 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.3 Lingo 3 Feature Value Package (2)

Lingo 3 Feature Value Package is available within the Exchange Area as defined in Section 3 of this Tariff.

|   | <u>Monthly<br/>Rate</u> | <u>Non recurring<br/>Charge</u> |
|---|-------------------------|---------------------------------|
| Any three features from the Lingo 3 Feature Value Package Feature List below. | \$11.95                 | \$10.00                         |

Any of the following calling features may be added to the Lingo 3 Feature Value Package. The following rates apply only when these calling features are added to the Lingo 3 Feature Value Package. To add calling features to any other service, please refer to Section 4.2.2 for applicable rates.

Lingo 3 Feature Value Package Feature

List

- Anonymous Call Reject
- Auto Redial
- Call Blocker
- Call Forwarding-Variable
- Call Forwarding-Busy Don't Answer
- Caller ID Name & Number
- Call Return
- Call Waiting
- Priority Call
- Remote Access to Call Forwarding
- Selective Call Forwarding
- Simultaneous Call Forwarding
- Speed Calling 30
- Three Way Calling

- (1) Non recurring charge applies per Package Order or Change.
- (2) Effective August 25, 2008 this product can no longer be ordered.



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 LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF
 

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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

## 4.2.4 Lingo 7 Feature Value Package (2)

Lingo 7 Feature Value Package is available within Exchange Area as defined in Section 3 of this Tariff.

|  | <u>Monthly<br/>Rate</u> | <u>Non<br/>recurring<br/>Charge</u> |
|--|-------------------------|-------------------------------------|
| Any seven features from the Lingo 7 Feature Value Package Feature List | \$17.95                 | \$10.00                             |

Any of the following calling features may be added to Lingo 7 Feature Value Package. The following rates apply only when these calling features are added to the Lingo 7 Feature Value Package. To add calling features to any other service, please refer to Section 4.2.2 for applicable rates.

Lingo 7 Feature Value Package Feature List

Anonymous Call Reject  
 Auto Redial  
 Call Blocker  
 Call Forwarding-Variable  
 Call Forwarding-Busy Don't Answer  
 Caller ID Name & Number  
 Caller ID on Call Waiting  
 Caller ID with Options  
 Call Return  
 Call Transfer Disconnect  
 Call Waiting  
 Distinctive Ring 2<sup>nd</sup> and 3<sup>rd</sup>  
 Priority Call  
 Remote Access to Call Forwarding  
 Selective Call Forwarding  
 Simultaneous Call Forwarding  
 Speed Calling 30  
 Three Way Calling

(1) Non recurring charge applies per Package Order or Change.

(2) Effective August 25, 2008, this product can no longer be ordered.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.5 Lingo Freedom Pack Essentials Bundle (8)

A. Freedom Pack Essentials Bundle is equipped with:

Basic Residential Line (1)

Countless Features (2)

Hunting

800 Minutes Long Distance Block of Time (6)

One Lingo Integrated Voicemail with Mobile Alert (7)

Monthly Recurring Charge

Rate Group

|          |          |          |          |
|----------|----------|----------|----------|
| <u>A</u> | <u>B</u> | <u>C</u> | <u>D</u> |
| \$33.50  | \$40.00  | \$40.00  | \$36.00  |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.5 Lingo Freedom Pack Essentials Bundle (8)

B. Lingo Long Distance Call Block for Freedom Pack Essentials Bundle:

| <u>Block of Time per Month</u> | <u>Overage Usage Rate per</u><br><u>Minute</u> |
|--------------------------------|--|
| 800 Minutes                    | Included in bundle                             |
| Additional Minutes             | \$ .059  |

A. Lingo Freedom Pack Essentials Non-Recurring Charges:

|  |         |
|--|---------|
| Installation of new service:                     |         |
| Residential Line – Lingo                         | \$50.00 |
| Line Move/Change:                                |         |
| Residential Line – Lingo                         | \$50.00 |
| Feature(s) Add/Delete/Change                     | \$20.00 |
| Class of service change                          | \$25.00 |
| Hunting Add/Change                               | \$10.00 |
| Establish Dual Service:                          |         |
| Residential Line – Lingo                         | \$19.00 |
| Expedited service charge                         | \$25.00 |
| Invoice change                                   | \$10.00 |
| Service change, all other, per line              | \$20.00 |
| Telephone number change                          | \$48.00 |
| Telephone number search, 1 <sup>st</sup> 20 free | \$15.00 |
| Transfer of service                              | \$10.00 |

See Footnotes in Section 4.2.5.D



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2. General Exchange Services (cont'd)

4.2.5 Lingo Freedom Pack Essentials Bundle (cont'd)

C. Lingo Freedom Pack Essentials Feature List:

Anonymous Call Rejection (3) (4)  
Auto Redial  
Call Blocker  
Call Forward Busy/No Answer  
Call Forward  
Call Return  
Call Waiting  
Call Waiting ID Options (5)  
Caller ID  
Distinctive Ring  
Distinctive Ring Additional  
Priority Call  
Remote Access to Call Forward (3)  
Selective Call Forward  
Simultaneous Call Forward  
Speed Call 8  
Speed Call 30  
Three Way Calling  
Toll Restriction

See Footnotes in Section 4.2.5.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.5 Lingo Freedom Pack Essentials Bundle (cont'd)

D. Footnotes for Lingo Freedom Pack Essentials Bundle:

- (1) Freedom Pack Essentials, effective December 21, 2006, will be the only services available to residential customers.

All customers will be required to sign a 24 month term agreement.

Early Termination Fees are calculated using the following formula:

$50\% \times (\text{Line rate} \times \text{Number of lines}) \times \text{Months Remaining}$

All eligible lines at the service location must be included in bundle.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.
- (3) The availability of certain features depends on ILEC feature availability.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.5 Lingo Freedom Pack Essentials Bundle (cont'd)

D. Footnotes for Lingo Freedom Pack Essentials Bundle: (cont'd)

(4) Some features are only available to residential customers.

(5) [Reserved for Future Use]

(6) Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Free long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

(7) An additional charge will apply when adding extensions to Lingo Integrated Voicemail. There is a minimum of 4 extensions, and a maximum of 20 extensions per voicemail box.

|                    |                                    |
|--------------------|------------------------------------|
| First 4 extensions | Each additional extension up to 20 |
| \$2.00             | \$2.00 each                        |

(8) Effective August 25, 2008, new lines of Freedom Pack Essentials are only available at locations where the customer already has existing lines of the service. From the same date, physical moves of lines of this service will not be available.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.5 [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.6 [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line:

A. Lingo Value Line is equipped with:

Basic Line (1) (2)

B. Rates and Charges

1. [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

B. Rates and Charges (cont'd)

2. Residential

a. Monthly Recurring Charges – AT&T CLLI's

| CLLI     | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month | CLLI     | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month |
|----------|---------------------------|------------------------------|----------|---------------------------|------------------------------|
| ALLNKYMA | \$66.95                   | \$66.95                      | CYDNKYMA | \$66.95                   | \$66.95                      |
| AURRKYMA | \$66.95                   | \$66.95                      | CYNTKYMA | \$66.95                   | \$66.95                      |
| BDFRKYMA | \$66.95                   | \$66.95                      | DAVLKYMA | \$56.95                   | \$56.95                      |
| BGDDKYMA | \$66.95                   | \$66.95                      | DIXNKYMA | \$66.95                   | \$66.95                      |
| BLFDKYMA | \$66.95                   | \$66.95                      | DRBOKYES | \$66.95                   | \$66.95                      |
| BLSPKYMA | \$66.95                   | \$66.95                      | DWSPKYES | \$66.95                   | \$66.95                      |
| BNLYKYMA | \$66.95                   | \$66.95                      | EDVLKYMA | \$66.95                   | \$66.95                      |
| BNTNKYMA | \$66.95                   | \$66.95                      | EKTNKYMA | \$66.95                   | \$66.95                      |
| BRGNKYMA | \$66.95                   | \$66.95                      | ELCYKYES | \$66.95                   | \$66.95                      |
| BRMNKYMA | \$66.95                   | \$66.95                      | EMNNKYES | \$66.95                   | \$66.95                      |
| BRTWKYES | \$44.95                   | \$44.95                      | EMNNKYPL | \$66.95                   | \$66.95                      |
| BVDMKYMA | \$66.95                   | \$66.95                      | ENSRKYMA | \$66.95                   | \$66.95                      |
| BWLGKYMA | \$44.95                   | \$44.95                      | ERTNKYMA | \$44.95                   | \$44.95                      |
| BWLGKYRV | \$66.95                   | \$66.95                      | FDCKKYES | \$66.95                   | \$66.95                      |
| BYVLKYMA | \$66.95                   | \$66.95                      | FDVLKYMA | \$66.95                   | \$66.95                      |
| CADZKYMA | \$66.95                   | \$66.95                      | FEBRKYMA | \$66.95                   | \$66.95                      |
| CHPLKYMA | \$66.95                   | \$66.95                      | FKLNKYMA | \$66.95                   | \$66.95                      |
| CLAYKYMA | \$66.95                   | \$66.95                      | FLTNKYMA | \$66.95                   | \$66.95                      |
| CLHNKYMA | \$66.95                   | \$66.95                      | FNVLKYMA | \$66.95                   | \$66.95                      |
| CLPTKYMA | \$66.95                   | \$66.95                      | FORDKYMA | \$66.95                   | \$66.95                      |
| CLTNKYES | \$66.95                   | \$66.95                      | FRDNKYMA | \$66.95                   | \$66.95                      |
| CMBGKYMA | \$66.95                   | \$66.95                      | FRFTKYES | \$44.95                   | \$44.95                      |
| CNCYKYMA | \$44.95                   | \$44.95                      | FRFTKYMA | \$44.95                   | \$44.95                      |
| CNTNKYMA | \$66.95                   | \$66.95                      | GBVLKYMA | \$66.95                   | \$66.95                      |
| CNTWKYMA | \$66.95                   | \$66.95                      | GHNTKYMA | \$66.95                   | \$66.95                      |
| COTNKYMA | \$66.95                   | \$66.95                      | GNVLKYMA | \$66.95                   | \$66.95                      |
| CRBNKYMA | \$44.95                   | \$44.95                      | GRACKYMA | \$66.95                   | \$66.95                      |
| CRBOKYMA | \$66.95                   | \$66.95                      | GRTWKYMA | \$44.95                   | \$44.95                      |
| CRLSKYMA | \$66.95                   | \$66.95                      | GTHRKYMA | \$66.95                   | \$66.95                      |
| CRTNKYMA | \$66.95                   | \$66.95                      | HABTKYMA | \$66.95                   | \$66.95                      |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI     | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month | CLLI     | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month |
|----------|---------------------------|------------------------------|----------|---------------------------|------------------------------|
| HANSKYMA | \$66.95                   | \$66.95                      | LVMRKYMA | \$66.95                   | \$66.95                      |
| HBVLKYMA | \$66.95                   | \$66.95                      | MACEKYMA | \$66.95                   | \$66.95                      |
| HCMNKYMA | \$66.95                   | \$66.95                      | MARNKYMA | \$66.95                   | \$66.95                      |
| HDBGKYMA | \$66.95                   | \$66.95                      | MARTKYMA | \$66.95                   | \$66.95                      |
| HNSNKYMA | \$44.95                   | \$44.95                      | MCCRKYMA | \$44.95                   | \$44.95                      |
| HPVLKYMA | \$44.95                   | \$44.95                      | MCDNKYMA | \$66.95                   | \$66.95                      |
| HRBGKYES | \$66.95                   | \$66.95                      | MCWLKYMA | \$66.95                   | \$66.95                      |
| HRFRKYMA | \$66.95                   | \$66.95                      | MDBOKYMA | \$44.95                   | \$44.95                      |
| HRLNKYMA | \$66.95                   | \$66.95                      | MDVIKYMA | \$44.95                   | \$44.95                      |
| HWVLKYMA | \$66.95                   | \$66.95                      | MGFDKYMA | \$66.95                   | \$66.95                      |
| INEZKYMA | \$66.95                   | \$66.95                      | MGTWKYMA | \$66.95                   | \$66.95                      |
| ISLDKYMA | \$66.95                   | \$66.95                      | MLBGKYMA | \$66.95                   | \$66.95                      |
| JCSNKYMA | \$66.95                   | \$66.95                      | MLTNKYMA | \$66.95                   | \$66.95                      |
| JNCYKYMA | \$66.95                   | \$66.95                      | MRGPKYMA | \$66.95                   | \$66.95                      |
| KKVLKYMA | \$66.95                   | \$66.95                      | MRRYKYMA | \$44.95                   | \$44.95                      |
| LBJTKYMA | \$66.95                   | \$66.95                      | MTEDKYMA | \$66.95                   | \$66.95                      |
| LFYTKYMA | \$66.95                   | \$66.95                      | MTSTKYMA | \$66.95                   | \$66.95                      |
| LGRNKYES | \$66.95                   | \$66.95                      | MYFDKYMA | \$44.95                   | \$44.95                      |
| LOUSKYES | \$44.95                   | \$44.95                      | MYVLKYMA | \$56.95                   | \$56.95                      |
| LRBGKYMA | \$66.95                   | \$66.95                      | NEBOKYMA | \$66.95                   | \$66.95                      |
| LSVLKY26 | \$56.95                   | \$56.95                      | NEONKYES | \$66.95                   | \$66.95                      |
| LSVLKYAN | \$56.95                   | \$56.95                      | NRVLKYMA | \$66.95                   | \$66.95                      |
| LSVLKYAP | \$56.95                   | \$56.95                      | NWHNKYMA | \$66.95                   | \$66.95                      |
| LSVLKYBE | \$56.95                   | \$56.95                      | OKGVKYES | \$44.95                   | \$44.95                      |
| LSVLKYBR | \$56.95                   | \$56.95                      | OWBOKYMA | \$56.95                   | \$56.95                      |
| LSVLKYCW | \$44.95                   | \$44.95                      | OWTNKYMA | \$66.95                   | \$66.95                      |
| LSVLKYFC | \$44.95                   | \$44.95                      | PARSKYMA | \$66.95                   | \$66.95                      |
| LSVLKYHA | \$44.95                   | \$44.95                      | PDCHKYIP | \$44.95                   | \$44.95                      |
| LSVLKYJT | \$44.95                   | \$44.95                      | PDCHKYLO | \$44.95                   | \$44.95                      |
| LSVLKYO  | \$44.95                   | \$44.95                      | PDCHKYMA | \$56.95                   | \$56.95                      |
| LSVLKYSH | \$56.95                   | \$56.95                      | PDCHKYRL | \$44.95                   | \$44.95                      |
| LSVLKYSL | \$56.95                   | \$56.95                      | PIVLKYMA | \$66.95                   | \$66.95                      |
| LSVLKYSM | \$56.95                   | \$56.95                      | PKVLKYGV | \$44.95                   | \$44.95                      |
| LSVLKYTS | \$56.95                   | \$56.95                      | PKVLKYMA | \$66.95                   | \$66.95                      |
| LSVLKYVS | \$44.95                   | \$44.95                      | PKVLKYMT | \$66.95                   | \$66.95                      |
| LSVLKYWE | \$56.95                   | \$56.95                      | PLRGKYMA | \$66.95                   | \$66.95                      |
| LSVMKYCY | \$56.95                   | \$56.95                      | PMBRKYMA | \$66.95                   | \$66.95                      |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI     | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month | CLLI      | Lingo Value Line 12 Month | Lingo Value Line 24/36 Month |
|----------|---------------------------|------------------------------|-----------|---------------------------|------------------------------|
| PNTHKYMA | \$66.95                   | \$66.95                      | STGRKYMA  | \$66.95                   | \$66.95                      |
| PNVLKYMA | \$44.95                   | \$44.95                      | STNLKYMA  | \$66.95                   | \$66.95                      |
| PRBGKYES | \$66.95                   | \$66.95                      | STONKYMA  | \$66.95                   | \$66.95                      |
| PRTNKYES | \$66.95                   | \$66.95                      | STRGKYMA  | \$66.95                   | \$66.95                      |
| PRVDKYMA | \$66.95                   | \$66.95                      | SWSNKYMA  | \$66.95                   | \$66.95                      |
| PRVLKYMA | \$66.95                   | \$66.95                      | SYMSKYMA  | \$44.95                   | \$44.95                      |
| PTRYKYMA | \$66.95                   | \$66.95                      | TRE NKYMA | \$66.95                   | \$66.95                      |
| RBRDKYMA | \$66.95                   | \$66.95                      | TYVLKYMA  | \$66.95                   | \$66.95                      |
| RCMDKYMA | \$44.95                   | \$44.95                      | UTICKYMA  | \$66.95                   | \$66.95                      |
| RLVLKYMA | \$66.95                   | \$66.95                      | VIRGKYMA  | \$66.95                   | \$66.95                      |
| RSTRKYES | \$44.95                   | \$44.95                      | WACOKYMA  | \$66.95                   | \$66.95                      |
| SCRMKYMA | \$66.95                   | \$66.95                      | WDBNKYMA  | \$44.95                   | \$44.95                      |
| SDVLKYMA | \$66.95                   | \$66.95                      | WDDYKYMA  | \$66.95                   | \$66.95                      |
| SEBRKYMA | \$66.95                   | \$66.95                      | WHBGKYMA  | \$66.95                   | \$66.95                      |
| SHGVKYMA | \$66.95                   | \$66.95                      | WHVLKYMA  | \$66.95                   | \$66.95                      |
| SHVLKYMA | \$44.95                   | \$44.95                      | WLBGKYMA  | \$66.95                   | \$66.95                      |
| SLGHKYMA | \$66.95                   | \$66.95                      | WLCKKYES  | \$66.95                   | \$66.95                      |
| SLPHKYMA | \$66.95                   | \$66.95                      | WLVLKYMA  | \$66.95                   | \$66.95                      |
| SLVSKYMA | \$66.95                   | \$66.95                      | WNCHKYMA  | \$44.95                   | \$44.95                      |
| SNTNKYMA | \$66.95                   | \$66.95                      | WNCHKYPV  | \$66.95                   | \$66.95                      |
| SPFDKYMA | \$66.95                   | \$66.95                      | WRFDKYMA  | \$66.95                   | \$66.95                      |
| SRGHKYMA | \$66.95                   | \$66.95                      | WSBGKYMA  | \$66.95                   | \$66.95                      |
| SSVLKYMA | \$66.95                   | \$66.95                      | WSPNKYMA  | \$66.95                   | \$66.95                      |
| STCHKYMA | \$66.95                   | \$66.95                      | WTVYKYMA  | \$44.95                   | \$44.95                      |
| STFRKYMA | \$66.95                   | \$66.95                      | WYLDKYES  | \$66.95                   | \$66.95                      |

b. Monthly Recurring Charges – Windstream Kentucky East CLLI's\*\*

| CLLI             | 12-Month | 24/36Month |
|------------------|----------|------------|
| UNTWKYXA         | \$52.95  | \$52.95    |
| LTWDKYXA         | \$48.95  | \$48.95    |
| All other CLLI's | \$79.95  | \$79.95    |

c. Monthly Recurring Charges – Windstream Kentucky West

| CLLI       | 12-Month | 24/36Month |
|------------|----------|------------|
| All CLLI's | \$51.95  | \$51.95    |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

B. Rates and Charges (cont'd)

- 3. Non- Recurring Charges are located in Section 4.2.10.
- 4. Lingo Long Distance Rates for Lingo Value Line:

| <u>Rate Per Minute</u> | <u>Residential</u> |
|------------------------|--------------------|
| In Contract Minutes    | \$.069             |
| No Contract Minutes    | \$.075             |

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

D. Lingo Value Line - Feature List (4) (5)

Any of the following calling features may be added to the Lingo Value Line.

The following rates apply only when these calling features are added to the Lingo Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Footnotes for Lingo Value Line:

(1) Lingo Value Line is available to residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining (Per Location)

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

E. Footnotes for Lingo Value Line: (cont'd)

- (2) Product may not be available in all CLLIs. The availability of certain features depends on ILEC feature availability.
- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- (4) [Reserved for Future Use]
- (5) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Value Line. There is a maximum of 20 extensions per voicemail box.
- (6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Value Line.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.7 Lingo Value Line: (cont'd)

E. Footnotes for Lingo Value Line: (cont'd)

- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (8) The following products of Lingo Communications of the Southeast. and Lingo Communications, Inc. have changed their name to Lingo Value Line. The services and rates for each product have previously been grandfathered.

Residential Line  
Residence Line

Basic Line  
Basic Access Line  
Lingo Value Line



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line:

A. Lingo Basic Line is equipped with:

Basic Line (1)  
Unlimited Local, Intra-LATA Long Distance  
Caller ID – Name and Number (9)  
Call Waiting

B. Rates and Charges

1. [Reserved for Future Use]

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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**


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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.8 Lingo Basic Line: (cont'd)

## B. Rates and Charges (cont'd)

## 2. Residential

## a. Monthly Recurring Charges – AT&amp;T CLLI's

| CLLI      | Lingo Basic | Lingo Basic | CLLI      | Lingo   | Lingo      |
|-----------|-------------|-------------|-----------|---------|------------|
|           | Line        | Line 24/36  |           | Basic   | Basic Line |
|           | 12 Month    | Month       |           | Line 12 | 24/36      |
|           |             |             |           | Month   | Month      |
| ALLNKYMA  | \$68.95     | \$68.95     | CYDNKYMA  | \$68.95 | \$68.95    |
| AURRKYMA  | \$68.95     | \$68.95     | CYNTKYMA  | \$68.95 | \$68.95    |
| BDFRKYMA  | \$68.95     | \$68.95     | DAVLKYMA  | \$49.95 | \$49.95    |
| BGDDKYMA  | \$68.95     | \$68.95     | DIXNKYMA  | \$68.95 | \$68.95    |
| BLFDKYMA  | \$68.95     | \$68.95     | DRBOKYES  | \$68.95 | \$68.95    |
| BLSPKYMA  | \$68.95     | \$68.95     | DWSPKYES  | \$68.95 | \$68.95    |
| BNLYKYMA  | \$68.95     | \$68.95     | EDVLKYMA  | \$68.95 | \$68.95    |
| BNTNKYMA  | \$68.95     | \$68.95     | EKTNKYMA  | \$68.95 | \$68.95    |
| BRGNKYMA  | \$68.95     | \$68.95     | ELCYKYES  | \$68.95 | \$68.95    |
| BRMNKYMA  | \$68.95     | \$68.95     | EMNNKYES  | \$68.95 | \$68.95    |
| BRTWKYES  | \$49.95     | \$49.95     | EMNNKYPL  | \$68.95 | \$68.95    |
| BVDMKYMA  | \$68.95     | \$68.95     | ENSRKYMA  | \$68.95 | \$68.95    |
| BWLGKYMA  | \$49.95     | \$49.95     | ERTNKYMA  | \$49.95 | \$49.95    |
| BWLGKYRV  | \$68.95     | \$68.95     | FDCKKYES  | \$68.95 | \$68.95    |
| BYVLKYMA  | \$68.95     | \$68.95     | FDVLKYMA  | \$68.95 | \$68.95    |
| CADZKYMA  | \$68.95     | \$68.95     | FEBRKYMA  | \$68.95 | \$68.95    |
| CHPLKYMA  | \$68.95     | \$68.95     | FKLNKYMA  | \$68.95 | \$68.95    |
| CLAYKYMA  | \$68.95     | \$68.95     | FLTNKYMA  | \$68.95 | \$68.95    |
| CLH NKYMA | \$68.95     | \$68.95     | FNV LKYMA | \$68.95 | \$68.95    |
| CLPTKYMA  | \$68.95     | \$68.95     | FORDKYMA  | \$68.95 | \$68.95    |
| CLTNKYES  | \$68.95     | \$68.95     | FRDNKYMA  | \$68.95 | \$68.95    |
| CMBGKYMA  | \$68.95     | \$68.95     | FRFTKYES  | \$49.95 | \$49.95    |
| CNCYKYMA  | \$49.95     | \$49.95     | FRFTKYMA  | \$49.95 | \$49.95    |
| CNTNKYMA  | \$68.95     | \$68.95     | GBVLKYMA  | \$68.95 | \$68.95    |
| CNTWKYMA  | \$68.95     | \$68.95     | GHNTKYMA  | \$68.95 | \$68.95    |
| COTNKYMA  | \$68.95     | \$68.95     | GNVLKYMA  | \$68.95 | \$68.95    |
| CRBNKYMA  | \$49.95     | \$49.95     | GRACKYMA  | \$68.95 | \$68.95    |
| CRBOKYMA  | \$68.95     | \$68.95     | GRTWKYMA  | \$49.95 | \$49.95    |
| CRLSKYMA  | \$68.95     | \$68.95     | GTHRKYMA  | \$68.95 | \$68.95    |
| CRTNKYMA  | \$68.95     | \$68.95     | HABTKYMA  | \$68.95 | \$68.95    |

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Michelle Ansley, Chief Administrative Officer  
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Effective: January 1, 2019

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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**


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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.8 Lingo Basic Line: (cont'd)

## B. Rates and Charges (cont'd)

## 2. Residential (cont'd)

## a. Monthly Recurring Charges – AT&amp;T CLLI's (cont'd)

| CLLI     | Lingo Basic<br>Line<br>12 Month | Lingo<br>Basic Line<br>24/36 Month | CLLI     | Lingo<br>Basic Line<br>12 Month | Lingo Basic<br>Line 24/36<br>Month |
|----------|---------------------------------|------------------------------------|----------|---------------------------------|------------------------------------|
| HANSKYMA | \$68.95                         | \$68.95                            | LVMRKYMA | \$68.95                         | \$68.95                            |
| HBVLKYMA | \$68.95                         | \$68.95                            | MACEKYMA | \$68.95                         | \$68.95                            |
| HCMNKYMA | \$68.95                         | \$68.95                            | MARNKYMA | \$68.95                         | \$68.95                            |
| HDBGKYMA | \$68.95                         | \$68.95                            | MARTKYMA | \$68.95                         | \$68.95                            |
| HNSNKYMA | \$49.95                         | \$49.95                            | MCCRKYMA | \$49.95                         | \$49.95                            |
| HPVLKYMA | \$49.95                         | \$49.95                            | MCDNKYMA | \$68.95                         | \$68.95                            |
| HRBGKYES | \$68.95                         | \$68.95                            | MCWLKYMA | \$68.95                         | \$68.95                            |
| HRFRKYMA | \$68.95                         | \$68.95                            | MDBOKYMA | \$49.95                         | \$49.95                            |
| HRLNKYMA | \$68.95                         | \$68.95                            | MDVIKYMA | \$49.95                         | \$49.95                            |
| HWVLKYMA | \$68.95                         | \$68.95                            | MGFDKYMA | \$68.95                         | \$68.95                            |
| INEZKYMA | \$68.95                         | \$68.95                            | MGTWKYMA | \$68.95                         | \$68.95                            |
| ISLDKYMA | \$68.95                         | \$68.95                            | MLBGKYMA | \$68.95                         | \$68.95                            |
| JCSNKYMA | \$68.95                         | \$68.95                            | MLTNKYMA | \$68.95                         | \$68.95                            |
| JNCYKYMA | \$68.95                         | \$68.95                            | MRGPKYMA | \$68.95                         | \$68.95                            |
| KKVLKYMA | \$68.95                         | \$68.95                            | MRRYKYMA | \$49.95                         | \$49.95                            |
| LBJTKYMA | \$68.95                         | \$68.95                            | MTEDKYMA | \$68.95                         | \$68.95                            |
| LFYTKYMA | \$68.95                         | \$68.95                            | MTSTKYMA | \$68.95                         | \$68.95                            |
| LGRNKYES | \$68.95                         | \$68.95                            | MYFDKYMA | \$49.95                         | \$49.95                            |
| LOUSKYES | \$49.95                         | \$49.95                            | MYVLKYMA | \$49.95                         | \$49.95                            |
| LRBGKYMA | \$68.95                         | \$68.95                            | NEBOKYMA | \$68.95                         | \$68.95                            |
| LSVLKY26 | \$49.95                         | \$49.95                            | NEONKYES | \$68.95                         | \$68.95                            |
| LSVLKYAN | \$49.95                         | \$49.95                            | NRVLKYMA | \$68.95                         | \$68.95                            |
| LSVLKYAP | \$49.95                         | \$49.95                            | NWHNKYMA | \$68.95                         | \$68.95                            |
| LSVLKYBE | \$49.95                         | \$49.95                            | OKGVKYES | \$49.95                         | \$49.95                            |
| LSVLKYBR | \$49.95                         | \$49.95                            | OWBOKYMA | \$49.95                         | \$49.95                            |
| LSVLKYCW | \$49.95                         | \$49.95                            | OWTNKYMA | \$68.95                         | \$68.95                            |
| LSVLKYFC | \$49.95                         | \$49.95                            | PARSKYMA | \$68.95                         | \$68.95                            |
| LSVLKYHA | \$49.95                         | \$49.95                            | PDCHKYIP | \$49.95                         | \$49.95                            |
| LSVLKYJT | \$49.95                         | \$49.95                            | PDCHKYLO | \$49.95                         | \$49.95                            |
| LSVLKYO  | \$49.95                         | \$49.95                            | PDCHKYMA | \$49.95                         | \$49.95                            |
| LSVLKYSH | \$49.95                         | \$49.95                            | PDCHKYRL | \$49.95                         | \$49.95                            |
| LSVLKYSL | \$49.95                         | \$49.95                            | PIVLKYMA | \$68.95                         | \$68.95                            |
| LSVLKYSM | \$49.95                         | \$49.95                            | PKVLKYGV | \$49.95                         | \$49.95                            |
| LSVLKYTS | \$49.95                         | \$49.95                            | PKVLKYMA | \$68.95                         | \$68.95                            |
| LSVLKYVS | \$49.95                         | \$49.95                            | PKVLKYMT | \$68.95                         | \$68.95                            |
| LSVLKYWE | \$49.95                         | \$49.95                            | PLRGKYMA | \$68.95                         | \$68.95                            |
| LSVMKYCY | \$49.95                         | \$49.95                            | PMBRKYMA | \$68.95                         | \$68.95                            |

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Michelle Ansley, Chief Administrative Officer  
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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line: (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI     | Lingo Basic<br>Line 12 Month | Lingo Basic<br>Line 24/36<br>Month | CLLI      | Lingo<br>Basic Line<br>12 Month | Lingo Basic<br>Line 24/36<br>Month |
|----------|------------------------------|------------------------------------|-----------|---------------------------------|------------------------------------|
| PNTHKYMA | \$68.95                      | \$68.95                            | STFRKYMA  | \$68.95                         | \$68.95                            |
| PNVLKYMA | \$49.95                      | \$49.95                            | STGRKYMA  | \$68.95                         | \$68.95                            |
| PRBGKYES | \$68.95                      | \$68.95                            | STNLKYMA  | \$68.95                         | \$68.95                            |
| PRTNKYES | \$68.95                      | \$68.95                            | STONKYMA  | \$68.95                         | \$68.95                            |
| PRVDKYMA | \$68.95                      | \$68.95                            | STRGKYMA  | \$68.95                         | \$68.95                            |
| PRVLKYMA | \$68.95                      | \$68.95                            | SWSNKYMA  | \$68.95                         | \$68.95                            |
| PTRYKYMA | \$68.95                      | \$68.95                            | SYMSKYMA  | \$49.95                         | \$49.95                            |
| RBRDKYMA | \$68.95                      | \$68.95                            | TRE NKYMA | \$68.95                         | \$68.95                            |
| RCMDKYMA | \$49.95                      | \$49.95                            | TYVLKYMA  | \$68.95                         | \$68.95                            |
| RLVLKYMA | \$68.95                      | \$68.95                            | UTICKYMA  | \$68.95                         | \$68.95                            |
| RSTRKYES | \$49.95                      | \$49.95                            | VIRGKYMA  | \$68.95                         | \$68.95                            |
| SCRMKYMA | \$68.95                      | \$68.95                            | WACOKYMA  | \$68.95                         | \$68.95                            |
| SDVLKYMA | \$68.95                      | \$68.95                            | WDDYKYMA  | \$68.95                         | \$68.95                            |
| SEBRKYMA | \$68.95                      | \$68.95                            | WHBGKYMA  | \$68.95                         | \$68.95                            |
| SHGVKYMA | \$68.95                      | \$68.95                            | WHVLKYMA  | \$68.95                         | \$68.95                            |
| SHVLKYMA | \$49.95                      | \$49.95                            | WLBGKYMA  | \$68.95                         | \$68.95                            |
| SLGHKYMA | \$68.95                      | \$68.95                            | WLCKKYES  | \$68.95                         | \$68.95                            |
| SLPHKYMA | \$68.95                      | \$68.95                            | WLVLKYMA  | \$68.95                         | \$68.95                            |
| SLVSKYMA | \$68.95                      | \$68.95                            | WNCHKYMA  | \$49.95                         | \$49.95                            |
| SNTNKYMA | \$68.95                      | \$68.95                            | WNCHKYPV  | \$68.95                         | \$68.95                            |
| SPFDKYMA | \$68.95                      | \$68.95                            | WRFDKYMA  | \$68.95                         | \$68.95                            |
| SRGHKYMA | \$68.95                      | \$68.95                            | WSBGKYMA  | \$68.95                         | \$68.95                            |
| SSVLKYMA | \$68.95                      | \$68.95                            | WSPNKYMA  | \$68.95                         | \$68.95                            |
| STCHKYMA | \$68.95                      | \$68.95                            | WTVYKYMA  | \$68.95                         | \$68.95                            |
|          |                              |                                    | WYLDKYES  | \$68.95                         | \$68.95                            |

b. Monthly Recurring Charges – Windstream Kentucky East CLLI's\*\*

| CLLI             | 12-Month | 24/36 Month |
|------------------|----------|-------------|
| LTWDKYXA         | \$47.95  | \$47.95     |
| UNTWKYXA         | \$61.95  | \$61.95     |
| All other CLLI's | \$94.95  | \$94.95     |

c. Monthly Recurring Charges – Windstream Kentucky West

| CLLI       | 12-Month | 24/36 Month |
|------------|----------|-------------|
| All CLLI's | \$47.95  | \$47.95     |

\*See Section 3.4 for list of CLLI's and Rate Groups.

\*\*See Section 3.5 for the list of CLLI's and Calling Exchanges

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.8 Lingo Basic Line (cont'd)

## B. Rates and Charges (cont'd)

## 1. Lingo Long Distance Rates for Lingo Basic Line:

| <u>Rate per Minute</u> | <u>Residential</u> |
|------------------------|--------------------|
| In Contract Minutes    | \$.060             |
| No Contract Minutes    | \$.075             |

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

## 4. Other charges located in Miscellaneous Charges

## C. Lingo Basic Line - Feature List

Any of the following calling features may be added to the Lingo Basic Line. The following rates apply only when these calling features are added to the Lingo Basic Line. To add calling features to any other service, please refer to that Section for applicable rates.

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line (cont'd)

D. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line (cont'd)

E. Footnotes for Lingo Basic Line:

(1) Lingo Basic Line is available to residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

This rate is inclusive of the Cancel Call Waiting option where available.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line (cont'd)

E. Footnotes for Lingo Basic Line: (cont'd)

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Line bundle, standard rates will apply.
- (3) The availability of certain features is dependent on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) [Reserved for Future Use]
- (6) Product may not be available in all CLLIs.
- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.  
  
Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
- (8) An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Line.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line (cont'd)

E. Footnotes for Lingo Basic Line (cont'd)

- (9) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.





LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8 Lingo Basic Line (cont'd)

E. Footnotes for Lingo Basic Line (cont'd)

(10) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Line.

(11) [Reserved for Future Use]

(12) following products of Lingo Communications of the Southeast and Lingo Communications Inc. have changed their name to Lingo Basic Line. The services and rates for each product have previously been grandfathered.

Home Connection  
Basic Connections  
Access Complete Local  
Access Spectrum Plus Service  
Basic Line



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus

Lingo Basic Plus is equipped with:

- Dialtone Line (1)
- Unlimited Local, Intra-LATA Long Distance
- Anonymous Call Rejection, per line
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Return
- Call Return Blocking
- Call Selector
- Call Tracing
- Call Waiting
- Caller ID Blocking
- Caller ID Deluxe
- Collect Call Blocking
- Distinctive Ringing Service
- Call Waiting Deluxe
- International Blocking
- Remote Access – Call Forwarding Variable
- Repeat Dialing
- Repeat Dialing Blocking
- Speed Calling
- Third Party Blocking
- Three-Way Calling
- 900/976 Blocking



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

B. Rates and Charges

1. [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

B. Rates and Charges (cont'd)

2. Residential

a. Monthly Recurring Charges – AT&T CLLI's

|           | Lingo Basic<br>Line 12<br>Month | Lingo Basic<br>Line 24/36<br>Month | CLLI      | Lingo Basic<br>Line 12<br>Month | Lingo Basic<br>Line 24/36<br>Month |
|-----------|---------------------------------|------------------------------------|-----------|---------------------------------|------------------------------------|
| CLLI      |                                 |                                    |           |                                 |                                    |
| ALLNKYMA  | \$68.95                         | \$68.95                            | EMNKNYES  | \$68.95                         | \$68.95                            |
| AURRKYMA  | \$68.95                         | \$68.95                            | EMNKNYPL  | \$68.95                         | \$68.95                            |
| BDFRKYMA  | \$68.95                         | \$68.95                            | ENSRKYMA  | \$68.95                         | \$68.95                            |
| BGDDKYMA  | \$68.95                         | \$68.95                            | ERTNKYMA  | \$49.95                         | \$49.95                            |
| BLFDKYMA  | \$68.95                         | \$68.95                            | FDCKKYES  | \$68.95                         | \$68.95                            |
| BLSPKYMA  | \$68.95                         | \$68.95                            | FDVLKYMA  | \$68.95                         | \$68.95                            |
| BNLYKYMA  | \$68.95                         | \$68.95                            | FEBRKYMA  | \$68.95                         | \$68.95                            |
| BNTNKYMA  | \$68.95                         | \$68.95                            | FKLNKYMA  | \$68.95                         | \$68.95                            |
| BRGNKYMA  | \$68.95                         | \$68.95                            | FLTNKYMA  | \$68.95                         | \$68.95                            |
| BRMKNYMA  | \$68.95                         | \$68.95                            | FNVLYKYMA | \$68.95                         | \$68.95                            |
| BRTWKYES  | \$49.95                         | \$49.95                            | FORDKYMA  | \$68.95                         | \$68.95                            |
| BVDMKYMA  | \$68.95                         | \$68.95                            | FRDNKYMA  | \$68.95                         | \$68.95                            |
| BWLGKYMA  | \$49.95                         | \$49.95                            | FRFTKYES  | \$49.95                         | \$49.95                            |
| BWLGKYRV  | \$68.95                         | \$68.95                            | FRFTKYMA  | \$49.95                         | \$49.95                            |
| BYVLKYMA  | \$68.95                         | \$68.95                            | GBVLKYMA  | \$68.95                         | \$68.95                            |
| CADZKYMA  | \$68.95                         | \$68.95                            | GHNTKYMA  | \$68.95                         | \$68.95                            |
| CHPLKYMA  | \$68.95                         | \$68.95                            | GNVLKYMA  | \$68.95                         | \$68.95                            |
| CLAYKYMA  | \$68.95                         | \$68.95                            | GRACKYMA  | \$68.95                         | \$68.95                            |
| CLH NKYMA | \$68.95                         | \$68.95                            | GRTWKYMA  | \$49.95                         | \$49.95                            |
| CLPTKYMA  | \$68.95                         | \$68.95                            | GTHRKYMA  | \$68.95                         | \$68.95                            |
| CLTNKYES  | \$68.95                         | \$68.95                            | HABTKYMA  | \$68.95                         | \$68.95                            |
| CMBGKYMA  | \$68.95                         | \$68.95                            | HANSKYMA  | \$68.95                         | \$68.95                            |
| CNCYKYMA  | \$49.95                         | \$49.95                            | HBVLKYMA  | \$68.95                         | \$68.95                            |
| CNTNKYMA  | \$68.95                         | \$68.95                            | HCMNKYMA  | \$68.95                         | \$68.95                            |
| CNTWKYMA  | \$68.95                         | \$68.95                            | HDBGKYMA  | \$68.95                         | \$68.95                            |
| COTNKYMA  | \$68.95                         | \$68.95                            | HNSNKYMA  | \$49.95                         | \$49.95                            |
| CRBNKYMA  | \$49.95                         | \$49.95                            | HPVLKYMA  | \$49.95                         | \$49.95                            |
| CRBOKYMA  | \$68.95                         | \$68.95                            | HRBGKYES  | \$68.95                         | \$68.95                            |
| CRLSKYMA  | \$68.95                         | \$68.95                            | HRFRKYMA  | \$68.95                         | \$68.95                            |
| CRTNKYMA  | \$68.95                         | \$68.95                            | HRLNKYMA  | \$68.95                         | \$68.95                            |
| CYDNKYMA  | \$68.95                         | \$68.95                            | HWVLKYMA  | \$68.95                         | \$68.95                            |
| CYNTKYMA  | \$68.95                         | \$68.95                            | INEZKYMA  | \$68.95                         | \$68.95                            |
| DAVLKYMA  | \$49.95                         | \$49.95                            | ISLDKYMA  | \$68.95                         | \$68.95                            |
| DIXNKYMA  | \$68.95                         | \$68.95                            | JCSNKYMA  | \$68.95                         | \$68.95                            |
| DRBOKYES  | \$68.95                         | \$68.95                            | JNCYKYMA  | \$68.95                         | \$68.95                            |
| DWSPKYES  | \$68.95                         | \$68.95                            | KKVLKYMA  | \$68.95                         | \$68.95                            |
| EDVLKYMA  | \$68.95                         | \$68.95                            | LBJTKYMA  | \$68.95                         | \$68.95                            |
| EKTNKYMA  | \$68.95                         | \$68.95                            | LFYTKYMA  | \$68.95                         | \$68.95                            |
| ELCYKYES  | \$68.95                         | \$68.95                            | LGRNKYES  | \$68.95                         | \$68.95                            |

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI      | Lingo Basic<br>Line 12<br>Month | Lingo Basic<br>Line 24/36<br>Month | CLLI      | Lingo Basic<br>Line 12 Month | Lingo Basic<br>Line 24/36<br>Month |
|-----------|---------------------------------|------------------------------------|-----------|------------------------------|------------------------------------|
| LOUSKYES  | \$49.95                         | \$49.95                            | NRVLKYMA  | \$68.95                      | \$68.95                            |
| LRBGKYMA  | \$68.95                         | \$68.95                            | NWHNKYMA  | \$68.95                      | \$68.95                            |
| LSVLKY26  | \$49.95                         | \$49.95                            | OKGLKYES  | \$49.95                      | \$49.95                            |
| LSVLKYAN  | \$49.95                         | \$49.95                            | OWBOKYMA  | \$49.95                      | \$49.95                            |
| LSVLKYAP  | \$49.95                         | \$49.95                            | OWTNKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYBE  | \$49.95                         | \$49.95                            | PARSKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYBR  | \$49.95                         | \$49.95                            | PDCHKYIP  | \$49.95                      | \$49.95                            |
| LSVLKYCW  | \$49.95                         | \$49.95                            | PDCHKYLO  | \$49.95                      | \$49.95                            |
| LSVLKYFC  | \$49.95                         | \$49.95                            | PDCHKYMA  | \$49.95                      | \$49.95                            |
| LSVLKYHA  | \$49.95                         | \$49.95                            | PDCHKYRL  | \$49.95                      | \$49.95                            |
| LSVLKYJT  | \$49.95                         | \$49.95                            | PIVLKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYOAO | \$49.95                         | \$49.95                            | PKVLKYGV  | \$49.95                      | \$49.95                            |
| LSVLKYSH  | \$49.95                         | \$49.95                            | PKVLKYMA  | \$49.95                      | \$49.95                            |
| LSVLKYSL  | \$49.95                         | \$49.95                            | PKVLKYMT  | \$68.95                      | \$68.95                            |
| LSVLKYSM  | \$49.95                         | \$49.95                            | PLRGKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYTS  | \$49.95                         | \$49.95                            | PMBRKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYVS  | \$49.95                         | \$49.95                            | PNTHKYMA  | \$68.95                      | \$68.95                            |
| LSVLKYWE  | \$49.95                         | \$49.95                            | PNVLYKYMA | \$49.95                      | \$49.95                            |
| LSVMKYCY  | \$49.95                         | \$49.95                            | PRBGKYES  | \$68.95                      | \$68.95                            |
| LVMRKYMA  | \$68.95                         | \$68.95                            | PRTNKYES  | \$68.95                      | \$68.95                            |
| MACEKYMA  | \$68.95                         | \$68.95                            | PRVDKYMA  | \$68.95                      | \$68.95                            |
| MARNKYMA  | \$68.95                         | \$68.95                            | PRVLKYMA  | \$68.95                      | \$68.95                            |
| MARTKYMA  | \$68.95                         | \$68.95                            | PTRYKYMA  | \$68.95                      | \$68.95                            |
| MCCRKYMA  | \$49.95                         | \$49.95                            | RBRDKYMA  | \$68.95                      | \$68.95                            |
| MCDNKYMA  | \$68.95                         | \$68.95                            | RCMDKYMA  | \$49.95                      | \$49.95                            |
| MCWLKYMA  | \$68.95                         | \$68.95                            | RLVLKYMA  | \$68.95                      | \$68.95                            |
| MDBOKYMA  | \$49.95                         | \$49.95                            | RSTRKYES  | \$49.95                      | \$49.95                            |
| MDVIKYMA  | \$49.95                         | \$49.95                            | SCRMKYMA  | \$68.95                      | \$68.95                            |
| MGFDKYMA  | \$68.95                         | \$68.95                            | SDVLKYMA  | \$68.95                      | \$68.95                            |
| MGTWKYMA  | \$68.95                         | \$68.95                            | SEBRKYMA  | \$68.95                      | \$68.95                            |
| MLBGKYMA  | \$68.95                         | \$68.95                            | SHGVKYMA  | \$68.95                      | \$68.95                            |
| MLTNKYMA  | \$68.95                         | \$68.95                            | SHVLKYMA  | \$49.95                      | \$49.95                            |
| MRGPKYMA  | \$68.95                         | \$68.95                            | SLGHKYMA  | \$68.95                      | \$68.95                            |
| MRRYKYMA  | \$49.95                         | \$49.95                            | SLPHKYMA  | \$68.95                      | \$68.95                            |
| MTEDKYMA  | \$68.95                         | \$68.95                            | SLVSKYMA  | \$68.95                      | \$68.95                            |
| MTSTKYMA  | \$68.95                         | \$68.95                            | SNTNKYMA  | \$68.95                      | \$68.95                            |
| MYFDKYMA  | \$49.95                         | \$49.95                            | SPFDKYMA  | \$68.95                      | \$68.95                            |
| MYVLKYMA  | \$49.95                         | \$49.95                            | SRGHKYMA  | \$68.95                      | \$68.95                            |
| NEBOKYMA  | \$68.95                         | \$68.95                            | SSVLKYMA  | \$68.95                      | \$68.95                            |
| NEONKYES  | \$68.95                         | \$68.95                            | STCHKYMA  | \$68.95                      | \$68.95                            |

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12/18/2018

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

Effective: January 1, 2019

**PUBLIC SERVICE  
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OF KENTUCKY**

**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI      | Lingo Basic<br>Line 12<br>Month | Lingo Basic<br>Line 24/36<br>Month | CLLI     | Lingo Basic<br>Line 12 Month | Lingo Basic<br>Line 24/36<br>Month |
|-----------|---------------------------------|------------------------------------|----------|------------------------------|------------------------------------|
| STFRKYMA  | \$68.95                         | \$68.95                            | WDDYKYMA | \$68.95                      | \$68.95                            |
| STGRKYMA  | \$68.95                         | \$68.95                            | WHBGKYMA | \$68.95                      | \$68.95                            |
| STNLKYMA  | \$68.95                         | \$68.95                            | WHVLKYMA | \$68.95                      | \$68.95                            |
| STONKYMA  | \$68.95                         | \$68.95                            | WLBGKYMA | \$68.95                      | \$68.95                            |
| STRGKYMA  | \$68.95                         | \$68.95                            | WLCKKYES | \$68.95                      | \$68.95                            |
| SWSNKYMA  | \$68.95                         | \$68.95                            | WLVLKYMA | \$68.95                      | \$68.95                            |
| SYMSKYMA  | \$49.95                         | \$49.95                            | WNCHKYMA | \$49.95                      | \$49.95                            |
| TRE NKYMA | \$68.95                         | \$68.95                            | WNCHKYPV | \$68.95                      | \$68.95                            |
| TYVLKYMA  | \$68.95                         | \$68.95                            | WRFDKYMA | \$68.95                      | \$68.95                            |
| UTICKYMA  | \$68.95                         | \$68.95                            | WSBGKYMA | \$68.95                      | \$68.95                            |
| VIRGKYMA  | \$68.95                         | \$68.95                            | WSPNKYMA | \$68.95                      | \$68.95                            |
| WACOKYMA  | \$68.95                         | \$68.95                            | WTVYKYMA | \$68.95                      | \$68.95                            |

b. Monthly Recurring Charges – Windstream Kentucky East CLLI's\*\*

| CLLI             | 12-Month | 24/36   |
|------------------|----------|---------|
| LTWDKYXA         | \$43.95  | \$43.95 |
| UNTWKYXA         | \$61.95  | 61.95   |
| All other CLLI's | \$94.95  | \$94.95 |

c. Monthly Recurring Charges – Windstream Kentucky West

| CLLI       | 12-Month | 24/36   |
|------------|----------|---------|
| All CLLI's | \$43.95  | \$43.95 |

\*See Section 3.4 on 4<sup>th</sup> Revised Sheet No. 53 for list of CLLI's and Rate Groups.

\*\*See Section 3.5 on 6<sup>th</sup> Revised Sheet No. 55 for the list of CLLI's and Calling Exchanges.

3. Lingo Long Distance Rates for Lingo Basic Plus:

| <u>Per Minute Rate</u> | <u>Residential</u> |
|------------------------|--------------------|
| In Contract Minutes    | \$.060             |
| No Contract Minutes    | \$.075             |

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product see "Toll Free Service".



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

C. Footnotes for Lingo Basic Plus:

1. Lingo Basic Plus applies to residential customers.

- All customers will be required to sign a 12, 24 or 36 month term agreement.
  - Early Termination Fees are calculated using the following formula:
  - \$50 x Months Remaining (Per Location)
  - The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.
- This rate is inclusive of the Cancel Call Waiting option where available.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Basic Plus bundle, standard rates located in section will apply.

3. The availability of certain features is dependent on ILEC feature availability.

Some features are only available to residential customers.

Product may not be available in all CLLIs.

4. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

4. An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

C. Footnotes for Lingo Basic Plus(cont'd)

(5) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.





LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.8.1 Lingo Basic Plus (cont'd)

C. Footnotes for Lingo Basic Plus(cont'd)

- (6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Lingo Basic Plus.
- (7) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (8) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (9) Effective August 10, 2010, this product is grandfathered and no longer available for new sales.
- (10) The following products of Lingo Communications of the Southeast and Lingo Communications Inc. have changed their name to Lingo Basic Plus. The services and rates for each product have previously been grandfathered.

Home Connection Plus  
Lingo Basic Plus  
All Access Lite Package  
Basic Line with Features  
Complete Choice Plan



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials

A. Lingo Essentials is equipped with:

- Basic Line (1)
- Unlimited Features (2)
- Unlimited Local Intra-LATA Long Distance
- 200 Minutes of Domestic Inter-LATA Long Distance (6)

B. Rates and Charges

1. [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials (cont'd)

B. Rates and Charges (cont'd)

2. Residential

a. Monthly Recurring Charges – AT&T CLLI's

| CLLI     | Lingo Essentials |            | CLLI     | Lingo Essentials |            |
|----------|------------------|------------|----------|------------------|------------|
|          | 12 Month         | 24/36Month |          | 12 Month         | 24/36Month |
| ALLNKYMA | \$80.95          | \$80.95    | CRBOKYMA | \$80.95          | \$80.95    |
| AURRKYMA | \$80.95          | \$80.95    | CRLSKYMA | \$80.95          | \$80.95    |
| BDFRKYMA | \$80.95          | \$80.95    | CRTNKYMA | \$80.95          | \$80.95    |
| BGDDKYMA | \$80.95          | \$80.95    | CYDNKYMA | \$80.95          | \$80.95    |
| BLFDKYMA | \$80.95          | \$80.95    | CYNTKYMA | \$80.95          | \$80.95    |
| BLSPKYMA | \$80.95          | \$80.95    | DAVLKYMA | \$49.95          | \$49.95    |
| BNLYKYMA | \$80.95          | \$80.95    | DIXNKYMA | \$80.95          | \$80.95    |
| BNTNKYMA | \$80.95          | \$80.95    | DRBOKYES | \$80.95          | \$80.95    |
| BRGNKYMA | \$80.95          | \$80.95    | DWSPKYES | \$80.95          | \$80.95    |
| BRMNKYMA | \$80.95          | \$80.95    | EDVLKYMA | \$80.95          | \$80.95    |
| BRTWKYES | \$56.95          | \$56.95    | EKTNKYMA | \$80.95          | \$80.95    |
| BVDMKYMA | \$80.95          | \$80.95    | ELCYKYES | \$80.95          | \$80.95    |
| BWLGKYMA | \$56.95          | \$56.95    | EMNNKYES | \$80.95          | \$80.95    |
| BWLGKYRV | \$80.95          | \$80.95    | EMNNKYPL | \$80.95          | \$80.95    |
| BYVLKYMA | \$80.95          | \$80.95    | ENSRKYMA | \$80.95          | \$80.95    |
| CADZKYMA | \$80.95          | \$80.95    | ERTNKYMA | \$56.95          | \$56.95    |
| CHPLKYMA | \$80.95          | \$80.95    | FDCKKYES | \$80.95          | \$80.95    |
| CLAYKYMA | \$80.95          | \$80.95    | FDVLKYMA | \$80.95          | \$80.95    |
| CLHNKYMA | \$80.95          | \$80.95    | FEBRKYMA | \$80.95          | \$80.95    |
| CLPTKYMA | \$80.95          | \$80.95    | FKLNKYMA | \$80.95          | \$80.95    |
| CLTNKYES | \$80.95          | \$80.95    | FLTNKYMA | \$80.95          | \$80.95    |
| CMBGKYMA | \$80.95          | \$80.95    | FNVLKYMA | \$80.95          | \$80.95    |
| CNCYKYMA | \$56.95          | \$56.95    | FORDKYMA | \$80.95          | \$80.95    |
| CNTNKYMA | \$80.95          | \$80.95    | FRDNKYMA | \$80.95          | \$80.95    |
| CNTWKYMA | \$80.95          | \$80.95    | FRFTKYES | \$56.95          | \$56.95    |
| COTNKYMA | \$80.95          | \$80.95    | FRFTKYMA | \$56.95          | \$56.95    |
| CRBNKYMA | \$56.95          | \$56.95    | GBVLKYMA | \$80.95          | \$80.95    |



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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**


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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.9 Lingo Essentials (cont'd)B. Rates and Charges (cont'd)

## 2. Residential (cont'd)

## a. Monthly Recurring Charges – AT&amp;T CLLI's (cont'd)

| CLLI     | Lingo Essentials<br>12 Month | Lingo Essentials<br>24/36 Month | CLLI      | Lingo Essentials<br>12 Month | Lingo Essentials<br>24/36 Month |
|----------|------------------------------|---------------------------------|-----------|------------------------------|---------------------------------|
| GHNTKYMA | \$80.95                      | \$80.95                         | LSVLKYO A | \$56.95                      | \$56.95                         |
| GNVLKYMA | \$80.95                      | \$80.95                         | LSVLKYSH  | \$49.95                      | \$49.95                         |
| GRACKYMA | \$80.95                      | \$80.95                         | LSVLKYSL  | \$49.95                      | \$49.95                         |
| GRTWKYMA | \$56.95                      | \$56.95                         | LSVLKYSM  | \$49.95                      | \$49.95                         |
| GTHRKYMA | \$80.95                      | \$80.95                         | LSVLKYTS  | \$49.95                      | \$49.95                         |
| HABTKYMA | \$80.95                      | \$80.95                         | LSVLKYVS  | \$56.95                      | \$56.95                         |
| HANSKYMA | \$80.95                      | \$80.95                         | LSVLKYWE  | \$49.95                      | \$49.95                         |
| HBVLKYMA | \$80.95                      | \$80.95                         | LSVMKYCY  | \$49.95                      | \$49.95                         |
| HCMNKYMA | \$80.95                      | \$80.95                         | LVMRKYMA  | \$80.95                      | \$80.95                         |
| HDBGKYMA | \$80.95                      | \$80.95                         | MACEKYMA  | \$80.95                      | \$80.95                         |
| HNSNKYMA | \$56.95                      | \$56.95                         | MARNKYMA  | \$80.95                      | \$80.95                         |
| HPVLKYMA | \$56.95                      | \$56.95                         | MARTKYMA  | \$80.95                      | \$80.95                         |
| HRBGKYES | \$80.95                      | \$80.95                         | MCCRKYMA  | \$49.95                      | \$49.95                         |
| HRFRKYMA | \$80.95                      | \$80.95                         | MCDNKYMA  | \$80.95                      | \$80.95                         |
| HRNLKYMA | \$80.95                      | \$80.95                         | MCWLKYMA  | \$80.95                      | \$80.95                         |
| HWVLKYMA | \$80.95                      | \$80.95                         | MDBOKYMA  | \$56.95                      | \$56.95                         |
| INEZKYMA | \$80.95                      | \$80.95                         | MDVIKYMA  | \$49.95                      | \$49.95                         |
| ISLDKYMA | \$80.95                      | \$80.95                         | MGFDKYMA  | \$80.95                      | \$80.95                         |
| JCSNKYMA | \$80.95                      | \$80.95                         | MGTWKYMA  | \$80.95                      | \$80.95                         |
| JNCYKYMA | \$80.95                      | \$80.95                         | MLBGKYMA  | \$80.95                      | \$80.95                         |
| KKVLKYMA | \$80.95                      | \$80.95                         | MLTNKYMA  | \$80.95                      | \$80.95                         |
| LBJTKYMA | \$80.95                      | \$80.95                         | MRGPKYMA  | \$80.95                      | \$80.95                         |
| LFYTKYMA | \$80.95                      | \$80.95                         | MRRYKYMA  | \$56.95                      | \$56.95                         |
| LGRNKYES | \$80.95                      | \$80.95                         | MTEDKYMA  | \$80.95                      | \$80.95                         |
| LOUSKYES | \$56.95                      | \$56.95                         | MTSTKYMA  | \$80.95                      | \$80.95                         |
| LRBGKYMA | \$80.95                      | \$80.95                         | MYFDKYMA  | \$56.95                      | \$56.95                         |
| LSVLKY26 | \$49.95                      | \$49.95                         | MYVLKYMA  | \$49.95                      | \$49.95                         |
| LSVLKYAN | \$49.95                      | \$49.95                         | NEBOKYMA  | \$80.95                      | \$80.95                         |
| LSVLKYAP | \$49.95                      | \$49.95                         | NEONKYES  | \$80.95                      | \$80.95                         |
| LSVLKYBE | \$49.95                      | \$49.95                         | NRVLKYMA  | \$80.95                      | \$80.95                         |
| LSVLKYBR | \$49.95                      | \$49.95                         | NWHNKYMA  | \$80.95                      | \$80.95                         |
| LSVLKYCW | \$56.95                      | \$56.95                         | OKGVKYES  | \$56.95                      | \$56.95                         |
| LSVLKYFC | \$56.95                      | \$56.95                         | OWBOKYMA  | \$49.95                      | \$49.95                         |
| LSVLKYHA | \$56.95                      | \$56.95                         | OWTNKYMA  | \$80.95                      | \$80.95                         |
| LSVLKYJT | \$56.95                      | \$56.95                         | PARSKYMA  | \$80.95                      | \$80.95                         |

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials (cont'd)

B. Rates and Charges (cont'd)

2. Residential (cont'd)

a. Monthly Recurring Charges – AT&T CLLI's (cont'd)

| CLLI      | Lingo         | Lingo                  | CLLI      | Lingo         | Lingo                  |
|-----------|---------------|------------------------|-----------|---------------|------------------------|
|           | Essentials 12 | Essentials 24/36 Month |           | Essentials 12 | Essentials 24/36 Month |
| PDCHKYIP  | \$56.95       | \$56.95                | SPFDKYMA  | \$80.95       | \$80.95                |
| PDCHKYLO  | \$56.95       | \$56.95                | SRGHKYMA  | \$80.95       | \$80.95                |
| PDCHKYMA  | \$49.95       | \$49.95                | SSVLKYMA  | \$80.95       | \$80.95                |
| PDCHKYRL  | \$56.95       | \$56.95                | STCHKYMA  | \$80.95       | \$80.95                |
| PIVLKYMA  | \$80.95       | \$80.95                | STFRKYMA  | \$80.95       | \$80.95                |
| PKVLKYGV  | \$56.95       | \$56.95                | STGRKYMA  | \$80.95       | \$80.95                |
| PKVLKYMA  | \$56.95       | \$56.95                | STNLKYMA  | \$80.95       | \$80.95                |
| PKVLKYMT  | \$80.95       | \$80.95                | STONKYMA  | \$80.95       | \$80.95                |
| PLRGKYMA  | \$80.95       | \$80.95                | STRGKYMA  | \$80.95       | \$80.95                |
| PMBRKYMA  | \$80.95       | \$80.95                | SWSNKYMA  | \$80.95       | \$80.95                |
| PNTHKYMA  | \$80.95       | \$80.95                | SYMSKYMA  | \$56.95       | \$56.95                |
| PNVLYKYMA | \$56.95       | \$56.95                | TRENKYMA  | \$80.95       | \$80.95                |
| PRBGKYES  | \$80.95       | \$80.95                | TYVLKYMA  | \$80.95       | \$80.95                |
| PRTNKYES  | \$80.95       | \$80.95                | UTICKYMA  | \$80.95       | \$80.95                |
| PRVDKYMA  | \$80.95       | \$80.95                | VIRGKYMA  | \$80.95       | \$80.95                |
| PRVLKYMA  | \$80.95       | \$80.95                | WACOKYMA  | \$80.95       | \$80.95                |
| PTRYKYMA  | \$80.95       | \$80.95                | WDBNKYMA  | \$56.95       | \$56.95                |
| RBRDKYMA  | \$80.95       | \$80.95                | WDDYKYMA  | \$80.95       | \$80.95                |
| RCMDKYMA  | \$56.95       | \$56.95                | WHBGKYMA  | \$80.95       | \$80.95                |
| RLVLKYMA  | \$80.95       | \$80.95                | WHVLKYMA  | \$80.95       | \$80.95                |
| RSTRKYES  | \$56.95       | \$56.95                | WLBGKYMA  | \$80.95       | \$80.95                |
| SCRMKYMA  | \$80.95       | \$80.95                | WLCKKYES  | \$80.95       | \$80.95                |
| SDVLKYMA  | \$80.95       | \$80.95                | WLVLYKYMA | \$80.95       | \$80.95                |
| SEBRKYMA  | \$80.95       | \$80.95                | WNCHKYMA  | \$56.95       | \$56.95                |
| SHGVKYMA  | \$80.95       | \$80.95                | WNCHKYPV  | \$80.95       | \$80.95                |
| SHVLKYMA  | \$56.95       | \$56.95                | WRFDKYMA  | \$80.95       | \$80.95                |
| SLGHKYMA  | \$80.95       | \$80.95                | WSBGKYMA  | \$80.95       | \$80.95                |
| SLPHKYMA  | \$80.95       | \$80.95                | WSPNKYMA  | \$80.95       | \$80.95                |
| SLVSKYMA  | \$80.95       | \$80.95                | WTVYKYMA  | \$56.95       | \$56.95                |
| SNTNKYMA  | \$80.95       | \$80.95                | WYLDKYES  | \$80.95       | \$80.95                |

b. Monthly Recurring Charges - Windstream Kentucky East CLLI's\*\*

| CLLI             | 12-Month | 24/36Month |
|------------------|----------|------------|
| LTWDKYXA         | \$52.95  | \$52.95    |
| UNTWKYXA         | \$75.95  | \$75.95    |
| All other CLLI's | \$108.95 | \$108.95   |

c. Monthly Recurring Charges – Windstream Kentucky West

| CLLI       | 12-Month | 24/36Month |
|------------|----------|------------|
| All CLLI's | \$108.95 | \$108.95   |

\*See Section 3.4 for list of CLLI's and Rate Groups.

\*\*See Section 3.5 for the list of CLLI's and Calling Exchanges.

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 LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF
 

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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.9 Lingo Essentials (cont'd)B. Rates and Charges (continued)

## 1. 200 Minute Long Distance Calling Block for Lingo Essentials:

| <u>Rate per Minute</u> | <u>Residential</u> |
|------------------------|--------------------|
| In Contract Minutes    | \$.060             |
| No Contract Minutes    | \$.075             |

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

## 4. Other charges located in Miscellaneous Charges Section

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials (cont'd)

C. Lingo Essentials Inclusive Feature List:

Anonymous Call Rejection, per line  
Call Forwarding Busy Line  
Call Forwarding Don't Answer  
Call Return  
Call Return Blocking  
Call Selector  
Call Tracing  
Call Waiting  
Caller ID Blocking  
Caller ID Deluxe  
Distinctive Ringing Service  
Call Waiting Deluxe  
Remote Access – Call Forwarding Variable  
Repeat Dialing  
Speed Calling  
Third Party Blocking  
Three-Way Calling  
900-976 Blocking

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials (cont'd)

D. Footnotes for Lingo Essentials:

1. Lingo Essentials are available to residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Lingo Essentials standard rates located in section 4.2.2 will apply.
3. The availability of certain features depends on ILEC feature availability.
4. [Reserved for Future Use]

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.9 Lingo Essentials (cont'd)

D. Footnotes for Lingo Essentials: (cont'd.)

1. Lingo Essentials are available to residential customers. (cont'd.)
5. Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.
6. An additional discounted charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Lingo Essentials. There is a maximum of 3 extensions per voicemail box.
7. [Reserved for Future Use]
8. The following products of Lingo Communications of the Southeast and Lingo Communications, Inc have changed their name to Lingo Essentials. The services and rates for each product have previously been grandfathered.

|                         |                              |
|-------------------------|------------------------------|
| Freedom Pack Essentials | Simple Connections Lite      |
| All Access 2 Plus       | Access Complete 50           |
| Home Essentials         | Access Complete Premium 2500 |
| Home Essentials 1500    | Access Complete Nation 2500  |
| Lingo Essentials        | Residential Service 2500     |
| Value Line              | Home Companion 2500          |
| All Access Package      | Access Spectrum 2500         |
| Simple Connections      |                              |



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.10 Lingo Miscellaneous Charges

A. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.2 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.10 Lingo Miscellaneous Charges (cont'd)

B. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

| Charge                               | Price             |
|--------------------------------------|-------------------|
| Feature Add or Change                | \$10.00 per Order |
| Basic Service Change                 | \$10.00 per Order |
| Directory Listing Change             | \$10.00 per Order |
| Invoice Change                       | \$25.00 per Order |
| Transfer of Service                  | \$25.00 per Order |
| TN Change                            | \$25.00 per Order |
| Line Signaling Change                | \$25.00 per Order |
| Vanity Number Search                 | \$25.00 per Order |
| Establishing Dual Service            | \$25.00 per Order |
| Expedite Service Charge<br>(LWC/UNE) | \$50.00 per Order |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.10 Lingo Miscellaneous Charges (cont'd)

## C. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

## Duration of time, per technician

|  | Residential |
|--|-------------|
| Premise Work Charge (1)                              | \$100.00    |
| Initial Hour (time & materials)                      | \$165.00    |
| Trouble Determination (per request)                  | \$110.00    |
| Each Additional 15 minute increment                  | \$ 30.00    |
| Initial Jack & Wiring (existing customer)            | \$ 80.00    |
| Each Additional Jack & Wiring<br>(existing customer) | \$ 65.00    |

- (1) In the event a technician is sent to the location upon request by the customer, and no trouble is found, this charge will apply.

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.11 Home Connection(1)

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

All taxes, surcharges and regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product see "Toll Free Service" for rates.

(1) Effective August 10, 2010, this product is no longer available for new service.

B. Optional Calling Features



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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**


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**4. SERVICES (cont'd)****4.2 General Exchange Services (cont'd)****4.2.11 Home Connection (cont'd)****C. Monthly Recurring Charges**

| CLLI     | Home<br>Connection 12<br>Month | CLLI      | Home<br>Connection 12<br>Month | CLLI     | Home<br>Connection 12<br>Month |
|----------|--------------------------------|-----------|--------------------------------|----------|--------------------------------|
| ALLNKYMA | \$56.95                        | EMNNKYES  | \$56.95                        | LOUSKYES | \$34.95                        |
| AURRKYMA | \$56.95                        | EMNNKYPL  | \$56.95                        | LRBGKYMA | \$56.95                        |
| BDFRKYMA | \$56.95                        | ENSRKYMA  | \$56.95                        | LSVLKY26 | \$32.95                        |
| BGDDKYMA | \$56.95                        | ERTNKYMA  | \$34.95                        | LSVLKYAN | \$32.95                        |
| BLFDKYMA | \$56.95                        | FDCKKYES  | \$56.95                        | LSVLKYAP | \$32.95                        |
| BLSPKYMA | \$56.95                        | FDVLKYMA  | \$56.95                        | LSVLKYBE | \$32.95                        |
| BNLYKYMA | \$56.95                        | FEBRKYMA  | \$56.95                        | LSVLKYBR | \$32.95                        |
| BNTNKYMA | \$56.95                        | FKLNKYMA  | \$56.95                        | LSVLKYCW | \$34.95                        |
| BRGNKYMA | \$56.95                        | FLTNKYMA  | \$56.95                        | LSVLKYFC | \$34.95                        |
| BRMNKYMA | \$56.95                        | FNVLYKYMA | \$56.95                        | LSVLKYHA | \$34.95                        |
| BRTWKYES | \$34.95                        | FORDKYMA  | \$56.95                        | LSVLKYJT | \$34.95                        |
| BVDMKYMA | \$56.95                        | FRDNKYMA  | \$56.95                        | LSVLKYOA | \$34.95                        |
| BWLGKYMA | \$34.95                        | FRFTKYES  | \$34.95                        | LSVLKYSH | \$32.95                        |
| BWLGKYRV | \$56.95                        | FRFTKYMA  | \$34.95                        | LSVLKYSL | \$32.95                        |
| BYVLKYMA | \$56.95                        | GBVLKYMA  | \$56.95                        | LSVLKYSM | \$32.95                        |
| CADZKYMA | \$56.95                        | GHNTKYMA  | \$56.95                        | LSVLKYTS | \$32.95                        |
| CHPLKYMA | \$56.95                        | GNVLKYMA  | \$56.95                        | LSVLKYVS | \$34.95                        |
| CLAYKYMA | \$56.95                        | GRACKYMA  | \$56.95                        | LSVLKYWE | \$32.95                        |
| CLHNKYMA | \$56.95                        | GRTWKYMA  | \$34.95                        | LSVMKYCY | \$32.95                        |
| CLPTKYMA | \$56.95                        | GTHRKYMA  | \$56.95                        | LVMRKYMA | \$56.95                        |
| CLTNKYES | \$56.95                        | HABTKYMA  | \$56.95                        | MACEKYMA | \$56.95                        |
| CMBGKYMA | \$56.95                        | HANSKYMA  | \$56.95                        | MARNKYMA | \$56.95                        |
| CNCYKYMA | \$34.95                        | HBVLKYMA  | \$56.95                        | MARTKYMA | \$56.95                        |
| CNTNKYMA | \$56.95                        | HCMNKYMA  | \$56.95                        | MCCRKYMA | \$34.95                        |
| CNTWKYMA | \$56.95                        | HDBGKYMA  | \$56.95                        | MCDNKYMA | \$56.95                        |
| COTNKYMA | \$56.95                        | HNSNKYMA  | \$34.95                        | MCWLKYMA | \$56.95                        |
| CRBNKYMA | \$34.95                        | HPVLKYMA  | \$34.95                        | MDBOKYMA | \$34.95                        |
| CRBOKYMA | \$56.95                        | HRBGKYES  | \$56.95                        | MDVIKYMA | \$34.95                        |
| CRLSKYMA | \$56.95                        | HRFRKYMA  | \$56.95                        | MGFDKYMA | \$56.95                        |
| CRTNKYMA | \$56.95                        | HLRNKYMA  | \$56.95                        | MGTWKYMA | \$56.95                        |
| CYDNKYMA | \$56.95                        | HWVLKYMA  | \$56.95                        | MLBGKYMA | \$56.95                        |
| CYNTKYMA | \$56.95                        | INEZKYMA  | \$56.95                        | MLTNKYMA | \$56.95                        |
| DAVLKYMA | \$32.95                        | ISLDKYMA  | \$56.95                        | MRGPKYMA | \$56.95                        |
| DIXNKYMA | \$56.95                        | JCSNKYMA  | \$56.95                        | MRRYKYMA | \$34.95                        |
| DRBOKYES | \$56.95                        | JNCYKYMA  | \$56.95                        | MTEDKYMA | \$56.95                        |
| DWSPKYES | \$56.95                        | KKVLKYMA  | \$56.95                        | MTSTKYMA | \$56.95                        |
| EDVLKYMA | \$56.95                        | LBJTKYMA  | \$56.95                        | MYFDKYMA | \$34.95                        |
| EKTNKYMA | \$56.95                        | LFYTKYMA  | \$56.95                        | MYVLKYMA | \$32.95                        |
| ELCYKYES | \$56.95                        | LGRNKYES  | \$56.95                        | NEBOKYMA | \$56.95                        |

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**LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF**


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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.11 Home Connection (cont'd)

## C. Monthly Recurring Charges (cont'd)

| CLLI     | Home<br>Connection 12<br>Month | CLLI     | Home<br>Connection 12<br>Month |
|----------|--------------------------------|----------|--------------------------------|
| NEONKYES | \$56.95                        | SSVLKYMA | \$56.95                        |
| NRVLKYMA | \$56.95                        | STCHKYMA | \$56.95                        |
| NWHNKYMA | \$56.95                        | STFRKYMA | \$56.95                        |
| OKGVKYES | \$34.95                        | STGRKYMA | \$56.95                        |
| OWBOKYMA | \$32.95                        | STNLKYMA | \$56.95                        |
| OWTNKYMA | \$56.95                        | STONKYMA | \$56.95                        |
| PARSKYMA | \$56.95                        | STRGKYMA | \$56.95                        |
| PDCHKYIP | \$34.95                        | SWSNKYMA | \$56.95                        |
| PDCHKYLO | \$34.95                        | SYMSKYMA | \$34.95                        |
| PDCHKYMA | \$32.95                        | TRENKYMA | \$56.95                        |
| PDCHKYRL | \$34.95                        | TYVLKYMA | \$56.95                        |
| PIVLKYMA | \$56.95                        | UTICKYMA | \$56.95                        |
| PKVLKYGV | \$34.95                        | VIRGKYMA | \$56.95                        |
| PKVLKYMA | \$34.95                        | WACOKYMA | \$56.95                        |
| PKVLKYMT | \$56.95                        | WDBNKYMA | \$34.95                        |
| PLRGKYMA | \$56.95                        | WDDYKYMA | \$56.95                        |
| PMBRKYMA | \$56.95                        | WHBGKYMA | \$56.95                        |
| PNTHKYMA | \$56.95                        | WHVLKYMA | \$56.95                        |
| PNVLKYMA | \$34.95                        | WLBGKYMA | \$56.95                        |
| PRBGKYES | \$56.95                        | WLCKKYES | \$56.95                        |
| PRTNKYES | \$56.95                        | WLVLYMA  | \$56.95                        |
| PRVDKYMA | \$56.95                        | WNCHKYMA | \$34.95                        |
| PRVLKYMA | \$56.95                        | WNCHKYPV | \$56.95                        |
| PTRYKYMA | \$56.95                        | WRFDKYMA | \$56.95                        |
| RBRDKYMA | \$56.95                        | WSBGKYMA | \$56.95                        |
| RCMDKYMA | \$34.95                        | WSPNKYMA | \$56.95                        |
| RLVLKYMA | \$56.95                        | WTVYKYMA | \$34.95                        |
| RSTRKYES | \$34.95                        | WYLDKYES | \$56.95                        |
| SCRMKYMA | \$56.95                        |          |                                |
| SDVLKYMA | \$56.95                        |          |                                |
| SEBRKYMA | \$56.95                        |          |                                |
| SHGVKYMA | \$56.95                        |          |                                |
| SHVLKYMA | \$34.95                        |          |                                |
| SLGHKYMA | \$56.95                        |          |                                |
| SLPHKYMA | \$56.95                        |          |                                |
| SLVSKYMA | \$56.95                        |          |                                |
| SNTNKYMA | \$56.95                        |          |                                |
| SPFDKYMA | \$56.95                        |          |                                |
| SRGHKYMA | \$56.95                        |          |                                |

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.12 Home Essentials (1)(2)

A. Product Description

Home Essentials includes a Residential Line and a choice of the features listed below. Additional features and services are available as described and priced elsewhere in this tariff. Various non-regulated services are also available for additional charges.

- |                           |                                |
|---------------------------|--------------------------------|
| Call Waiting              | Hunting                        |
| Caller ID Deluxe          | 3 <sup>rd</sup> Party Blocking |
| Three-Way Calling         | Anonymous Call Rejection       |
| Repeat Dialing            | Repeat Dialing Blocking        |
| Call Forwarding Variable  | Call Return Blocking           |
| Call Forwarding No Answer | Caller ID Blocking             |
| Call Forwarding Busy Line | Collect Call Blocking          |
| Call Return               | International Blocking         |
| Speed Dialing             | Call Selector                  |
| 900/977 Blocking          | Call Trace                     |
| Distinctive Ring          |                                |





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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.12 Home Essentials (1)(2) (cont'd.)

A. Product Description (cont'd.)

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 1500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

All taxes surcharges, and regulatory fees are billed separately, including, but not be limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product, see "Toll Free Service".

(1) All customers sold prior to November 16, 2009 will continue to receive 2,500 free minutes of LD, but the offer will be grandfathered on this date and no longer offered on new lines and/or new customers. The new offering will be 1,500 free minutes of outbound long distance, and the product will be called Home Essentials 1500.

(2) Effective August 10, 2010, this product is no longer available



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.12 Home Essentials (cont'd)

B. Monthly Recurring Charges

| CLLI     | Home Essentials<br>12 Month | CLLI      | Home Essentials<br>12 Month | CLLI     | Home Essentials<br>12 Month |
|----------|-----------------------------|-----------|-----------------------------|----------|-----------------------------|
| ALLNKYMA | \$79.95                     | EMNNKYES  | \$79.95                     | LOUSKYES | \$54.95                     |
| AURRKYMA | \$79.95                     | EMNNKYPL  | \$79.95                     | LRBGKYMA | \$79.95                     |
| BDFRKYMA | \$79.95                     | ENSRKYMA  | \$79.95                     | LSVLKY26 | \$54.95                     |
| BGDDKYMA | \$79.95                     | ERTNKYMA  | \$54.95                     | LSVLKYAN | \$54.95                     |
| BLFDKYMA | \$79.95                     | FDCKKYES  | \$79.95                     | LSVLKYAP | \$54.95                     |
| BLSPKYMA | \$79.95                     | FDVLKYMA  | \$79.95                     | LSVLKYBE | \$54.95                     |
| BNLYKYMA | \$79.95                     | FEBRKYMA  | \$79.95                     | LSVLKYBR | \$54.95                     |
| BNTNKYMA | \$79.95                     | FKLNKYMA  | \$79.95                     | LSVLKYCW | \$54.95                     |
| BRGNKYMA | \$79.95                     | FLTNKYMA  | \$79.95                     | LSVLKYFC | \$54.95                     |
| BRMNKYMA | \$79.95                     | FNVLYKYMA | \$79.95                     | LSVLKYHA | \$54.95                     |
| BRTWKYES | \$54.95                     | FORDKYMA  | \$79.95                     | LSVLKYJT | \$54.95                     |
| BVDMKYMA | \$79.95                     | FRDNKYMA  | \$79.95                     | LSVLKYOA | \$54.95                     |
| BWLGKYMA | \$54.95                     | FRFTKYES  | \$54.95                     | LSVLKYSH | \$54.95                     |
| BWLGKYRV | \$79.95                     | FRFTKYMA  | \$54.95                     | LSVLKYSL | \$54.95                     |
| BYVLKYMA | \$79.95                     | GBVLKYMA  | \$79.95                     | LSVLKYSM | \$54.95                     |
| CADZKYMA | \$79.95                     | GHNTKYMA  | \$79.95                     | LSVLKYTS | \$54.95                     |
| CHPLKYMA | \$79.95                     | GNVLKYMA  | \$79.95                     | LSVLKYVS | \$54.95                     |
| CLAYKYMA | \$79.95                     | GRACKYMA  | \$79.95                     | LSVLKYWE | \$54.95                     |
| CLHNKYMA | \$79.95                     | GRTWKYMA  | \$54.95                     | LSVMKYCY | \$54.95                     |
| CLPTKYMA | \$79.95                     | GTHRKYMA  | \$79.95                     | LVMRKYMA | \$79.95                     |
| CLTNKYES | \$79.95                     | HABTKYMA  | \$79.95                     | MACEKYMA | \$79.95                     |
| CMBGKYMA | \$79.95                     | HANSKYMA  | \$79.95                     | MARNKYMA | \$79.95                     |
| CNCYKYMA | \$54.95                     | HBVLKYMA  | \$79.95                     | MARTKYMA | \$79.95                     |
| CNTNKYMA | \$79.95                     | HCMNKYMA  | \$79.95                     | MCCRKYMA | \$54.95                     |
| CNTWKYMA | \$79.95                     | HDBGKYMA  | \$79.95                     | MCDNKYMA | \$79.95                     |
| COTNKYMA | \$79.95                     | HNSNKYMA  | \$54.95                     | MCWLKYMA | \$79.95                     |
| CRBNKYMA | \$54.95                     | HPVLKYMA  | \$54.95                     | MDBOKYMA | \$54.95                     |
| CRBOKYMA | \$79.95                     | HRBGKYES  | \$79.95                     | MDVIKYMA | \$54.95                     |
| CRLSKYMA | \$79.95                     | HRFRKYMA  | \$79.95                     | MGFDKYMA | \$79.95                     |
| CRTNKYMA | \$79.95                     | HRLNKYMA  | \$79.95                     | MGTWKYMA | \$79.95                     |
| CYDNKYMA | \$79.95                     | HWVLKYMA  | \$79.95                     | MLBGKYMA | \$79.95                     |
| CYNTKYMA | \$79.95                     | INEZKYMA  | \$79.95                     | MLTNKYMA | \$79.95                     |
| DAVLKYMA | \$54.95                     | ISLDKYMA  | \$79.95                     | MRGPKYMA | \$79.95                     |
| DIXNKYMA | \$79.95                     | JCSNKYMA  | \$79.95                     | MRRYKYMA | \$54.95                     |
| DRBOKYES | \$79.95                     | JNCYKYMA  | \$79.95                     | MTEDKYMA | \$79.95                     |
| DWSPKYES | \$79.95                     | KKVLKYMA  | \$79.95                     | MTSTKYMA | \$79.95                     |
| EDVLKYMA | \$79.95                     | LBJTKYMA  | \$79.95                     | MYFDKYMA | \$54.95                     |
| EKTNKYMA | \$79.95                     | LFYTKYMA  | \$79.95                     | MYVLKYMA | \$54.95                     |
| ELCYKYES | \$79.95                     | LGRNKYES  | \$79.95                     | NEBOKYMA | \$79.95                     |

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.12 Home Essentials (cont'd)

B. Monthly Recurring Charges (cont'd)

|          | Home Essentials |           | Home Essentials |
|----------|-----------------|-----------|-----------------|
| CLLI     | 12 Month        | CLLI      | 12 Month        |
| NEONKYES | \$79.95         | SRGHKYMA  | \$79.95         |
| NRVLKYMA | \$79.95         | SSVLKYMA  | \$79.95         |
| NWHNKYMA | \$79.95         | STCHKYMA  | \$79.95         |
| OKGVKYES | \$54.95         | STFRKYMA  | \$79.95         |
| OWBOKYMA | \$54.95         | STGRKYMA  | \$79.95         |
| OWTNKYMA | \$79.95         | STNLKYMA  | \$79.95         |
| PARSKYMA | \$79.95         | STONKYMA  | \$79.95         |
| PDCHKYIP | \$54.95         | STRGKYMA  | \$79.95         |
| PDCHKYLO | \$54.95         | SWSNKYMA  | \$79.95         |
| PDCHKYMA | \$54.95         | SYMSKYMA  | \$54.95         |
| PDCHKYRL | \$54.95         | TRE NKYMA | \$79.95         |
| PIVLKYMA | \$79.95         | TYVLKYMA  | \$79.95         |
| PKVLKYGV | \$54.95         | UTICKYMA  | \$79.95         |
| PKVLKYMA | \$54.95         | VIRGKYMA  | \$79.95         |
| PKVLKYMT | \$79.95         | WACOKYMA  | \$79.95         |
| PLRGKYMA | \$79.95         | WDBNKYMA  | \$54.95         |
| PMBRKYMA | \$79.95         | WDDYKYMA  | \$79.95         |
| PNTHKYMA | \$79.95         | WHBGKYMA  | \$79.95         |
| PNVLKYMA | \$54.95         | WHVLKYMA  | \$79.95         |
| PRBGKYES | \$79.95         | WLBGKYMA  | \$79.95         |
| PRTNKYES | \$79.95         | WLCKKYES  | \$79.95         |
| PRVDKYMA | \$79.95         | WLVLYMA   | \$79.95         |
| PRVLKYMA | \$79.95         | WNCHKYMA  | \$54.95         |
| PTRYKYMA | \$79.95         | WNCHKYPV  | \$79.95         |
| RBRDKYMA | \$79.95         | WRFDKYMA  | \$79.95         |
| RCMDKYMA | \$54.95         | WSBGKYMA  | \$79.95         |
| RLVLKYMA | \$79.95         | WSPNKYMA  | \$79.95         |
| RSTRKYES | \$54.95         | WTVYKYMA  | \$54.95         |
| SCRMKYMA | \$79.95         | WYLDKYES  | \$79.95         |
| SDVLKYMA | \$79.95         |           |                 |
| SEBRKYMA | \$79.95         |           |                 |
| SHGVKYMA | \$79.95         |           |                 |
| SHVLKYMA | \$54.95         |           |                 |
| SLGHKYMA | \$79.95         |           |                 |
| SLPHKYMA | \$79.95         |           |                 |
| SLVSKYMA | \$79.95         |           |                 |
| SNTNKYMA | \$79.95         |           |                 |
| SPFDKYMA | \$79.95         |           |                 |



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.13 Home Connection and Home Essentials Miscellaneous Charges

A. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.2 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.13 Home Connection and Home Essentials Miscellaneous Charges (cont'd)

B. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

| Charge                               | Price             |
|--------------------------------------|-------------------|
| Feature Add or Change                | \$10.00 per Order |
| Basic Service Change                 | \$10.00 per Order |
| Directory Listing Change             | \$10.00 per Order |
| Invoice Change                       | \$25.00 per Order |
| Transfer of Service                  | \$25.00 per Order |
| TN Change                            | \$25.00 per Order |
| Line Signaling Change                | \$25.00 per Order |
| Vanity Number Search                 | \$25.00 per Order |
| Establishing Dual Service            | \$25.00 per Order |
| Expedite Service Charge<br>(LWC/UNE) | \$50.00 per Order |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.13 Home Connection and Home Essentials Miscellaneous Charges (cont'd)

C. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

| Duration of time, per technician                     | Residential |
|--|-------------|
| Premise Work Charge                                  | \$100.00    |
| Initial Hour (time & materials)                      | \$165.00    |
| Trouble Determination (per request)                  | \$110.00    |
| Each Additional 15 minute increment                  | \$ 30.00    |
| Initial Jack & Wiring (existing customer)            | \$ 80.00    |
| Each Additional Jack & Wiring<br>(existing customer) | \$ 65.00    |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.14 NAVIGATOR SERVICES (1)(2)(7)

A. Residential Services – AT&T Areas Only

|    |   |  |
|----|---|--|
| 1. | Navigator Basic (5)<br>Single Residential Phone Line<br>30 Minutes of Long Distance Calls<br>Monthly Long Distance Fee  | <u>Monthly Charge</u><br>\$22.00<br>Included<br>Included                                     |
| 2. | Navigator Basic Plus (3)<br>Single Residential Phone Line<br>Call Waiting<br>Three - Way Calling<br>Caller ID Deluxe  | <u>Monthly Charge</u><br>\$30.40<br>Included<br>Included<br>Included                         |
| 3. | Navigator Premium (5)<br>Single Residential Phone Line<br>Call Waiting<br>Three – Way Calling<br>Caller ID Deluxe<br>60 Minutes of Long Distance Calls<br>Monthly Long Distance Fee | <u>Monthly Charge</u><br>\$37.75<br>Included<br>Included<br>Included<br>Included<br>Included |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.14 NAVIGATOR SERVICES (1)(2)(7) (Cont'd)

A. Residential Services – AT&T Areas Only (cont'd.)

|    |  |  |
|----|--|--|
| 4. | Navigator Premium Plus (5)<br>Single Residential Phone Line<br>60 Minutes of Long Distance Calls<br>Monthly Long Distance Fee  | <u>Monthly Charge</u><br>\$39.85<br>Included<br>Included   |
| 5. | SmartTime Unlimited (5)<br><br>Single Residential Phone Line<br>Caller ID Deluxe<br>Call Waiting Deluxe<br>Three – Way Calling<br>Call Forward Don't Answer<br>Unlimited Long Distance | <u>Monthly Charge</u><br><br>\$59.84<br>Included<br>Included<br>Included<br>Included<br>Included |
| 6. | SmartTime 400 (5)<br><br>Single Residential Phone Line<br>Caller ID Deluxe<br>Call Waiting<br>Three – Way Calling<br>400 Minutes of Long Distance Calls                                | <u>Monthly Charge</u><br><br>\$48.25<br>Included<br>Included<br>Included<br>Included             |

\* Footnotes located on Original Sheet No. 77.30.





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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.14 NAVIGATOR SERVICES (cont'd)

B. [Reserved for Future Use]

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Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
115 Gateway Drive  
Macon, GA 31210

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (1)

4.2.15.1 Residential Price Packages

A. Home Connection (2)

1. Home Connection is equipped with:

Basic Residential Line  
Caller ID Deluxe  
Call Waiting

2. Monthly Recurring Charges:

|          | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$45.95             |

3. This product was formerly known as the following Cleartel product names:

|  |
|--|
| <u>Former Cleartel Product Names</u><br>Residential Basic Plus |
|--|

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (1) (cont'd.)

4.2.15.1 Residential Price Packages (cont'd.)

A. Home Connection (2) (cont'd.)

- 4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.
- 5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Home Connection. There is a maximum of 20 extensions per voicemail box.

- (1) Effective December 23, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 4.2.15 of this tariff will now be billed as the corresponding product being defined in that section.
- (2) Effective December 23, 2009 this product is Grandfathered and no longer available.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.1 Residential Price Packages (cont'd)

B. Home Essentials (1)

1. Home Essentials is equipped with:

Basic Residential Line  
Unlimited Features  
Unlimited Local Intra-LATA Long Distance  
2,500 Minutes of Domestic Inter-LATA Long Distance

2. Monthly Recurring Charges:

|          |                     |
|----------|---------------------|
|          | <u>Current Rate</u> |
| Per Line | \$65.95             |

3. This product was formerly known as the following Cleartel product names:

|   |
|---|
| <u>Former Cleartel Product Names</u><br>Residential Enhanced<br>Residential Unlimited |
|---|



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.1 Residential Price Packages (cont'd)

B. Home Essentials (1) (Cont'd.)

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.
5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Home Essentials. There's a maximum 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.2 [Reserved for Future Use]

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.3 [Reserved for Future Use]

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## 4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)4.2.15 CLEARTEL SERVICES (cont'd)

## 4.2.15.4 Miscellaneous Service Charges

## A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Lingo Long Distance service is used.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|--------------------------|---------------------|
| Facilities Charge        | \$8.08              |

| <u>Charge (per line with Lingo LD)</u> | <u>Current Rate</u> |
|--|---------------------|
| Supplementary Facilities Charge        | \$1.00              |

## B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

| <u>Charge (per line)</u>       | <u>Current Rate</u> |
|--------------------------------|---------------------|
| Carrier Access Recovery Charge | \$4.31              |

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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.4 Miscellaneous Service Charges

C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

| <u>Charge (per line)</u>  | <u>Current Rate</u> |
|---------------------------|---------------------|
| Regulatory Compliance Fee | \$2.95              |

D. Excessive Usage Charge

If the Company determines that Customer's usage exceeds 2500 minutes on a Residential long distance plan then the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$40.00 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Lingo long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.5 Prepaid Services

A. Tempo Value Line

1. Tempo Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

|          |                     |
|----------|---------------------|
|          | <u>Current Rate</u> |
| Per Line | \$37.95             |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.16 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Tempo Value Line. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers. See Section 4.5.10.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.5 Prepaid Services

B. Tempo Basic

1. Tempo Basic is equipped with:

Basic Residential Line  
Caller ID Deluxe  
Call Waiting

2. Monthly Recurring Charges:

|          | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$42.95             |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.5 Prepaid Services (cont'd.)

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
  - Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
  - Declining free features does not reduce the package rate.
  - Additional features can be purchased at “a la carte” rates – see Section 4.2.16 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
  - The availability of certain features depends on ILEC feature availability.
  - Caller ID Customers must provide and connect their own compatible CPE.
  - Product may not be available in all CLLIs.
  - An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Tempo Basic. There is a maximum of 3 extensions per voicemail box.
  - IW Maintenance can be added with this product, but only at time of install.
  - There is no pro-ration or de-ration with prepay product, features and services.
  - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
  - Lifeline is available to qualified prepaid customers. See Section 4.5.10.
4. 300 Prepaid LD Minutes - Available only to prepaid residential customers with the Tempo Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for an additional \$8.00 per month. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.15 CLEARTEL SERVICES (cont'd)

4.2.15.5 Prepaid Services

C. Tempo Essentials

1. Tempo Essentials is equipped with:
  - Basic Residential Line
  - Unlimited Features
  - 2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

|          |                     |
|----------|---------------------|
|          | <u>Current Rate</u> |
| Per Line | \$74.95             |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Lingo Unified Messaging or Lingo Voicemail to Tempo Essentials. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid. Lifeline is available to qualified prepaid customers. See Section 4.5.10.



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.2 General Exchange Services (cont'd)

4.2.16 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.2.10 for applicable rates.

| <u>Feature Description</u>   | <u>Residential</u> |
|------------------------------|--------------------|
| 3 Way Calling                | \$8.00             |
| 3 Way Calling w/Transfer     | \$8.05             |
| Call Block                   | \$10.00            |
| Call Forward Busy            | \$3.30             |
| Call Forward Variable        | \$8.05             |
| Call Fwd Don't Answer w/RC   | \$3.70             |
| Call Return                  | \$8.05             |
| Call Tracing                 | \$5.20             |
| Call Waiting                 | \$9.62             |
| Call Waiting w/CID Opt       | \$9.62             |
| Caller ID                    | \$11.30            |
| Caller ID Block              | \$5.75             |
| Caller ID Deluxe             | \$17.10            |
| Distinctive Ring             | \$6.50             |
| Enhanced Caller ID           | \$9.05             |
| Hunting                      | \$5.95             |
| Preferred Call Forwarding    | \$5.75             |
| Remote Access to Call Fwd    | \$8.05             |
| Repeat Dialing               | \$5.75             |
| Restrict International       | \$5.95             |
| Restrict Toll                | \$7.00             |
| Simultaneous Call Forwarding | \$4.89             |
| Speed Call 30                | \$5.75             |
| Speed Call 8                 | \$5.18             |

4.2.17 Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

|                                  |        |
|----------------------------------|--------|
| Three-Way Calling                | \$2.00 |
| Call Return                      | \$2.00 |
| Repeat Dialing                   | \$2.00 |
| Busy Connect (Per call, per use) | \$0.90 |

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
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Effective: January 1, 2019



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

## 4. SERVICES (cont'd)

## 4.3 Toll Services

This tariff section applies to Long Distance Message Telecommunications Service furnished or made available by the Company over service components located wholly within or partly within the Local Access and Transport Areas (LATAs) of the Commonwealth of Kentucky between two or more points within LATAs of the Commonwealth of Kentucky and where the respective rate centers of such points are also located in said Commonwealth.

Service is furnished subject to the availability of the service components required. The Company will determine which of those components shall be used and made modifications to those components at its option.

## 4.3.1 Two-Point Service

## A. Operator Service Charges

| <u>Description</u>                | <u>Rate</u> |
|-----------------------------------|-------------|
| <u>Station-to-Station Service</u> |             |
| <u>Collect</u>                    |             |
| Non-Automated                     | \$3.05      |
| Semi-Automated                    | \$2.75      |
| Fully Automated                   | \$2.50      |
| <u>Billed to a Third Number</u>   |             |
| Non-Automated                     | \$3.05      |
| Semi-Automated                    | \$2.75      |
| Fully Automated                   | \$2.50      |
| <u>Sent-Paid</u>                  |             |
| Non-Automated                     | \$3.05      |
| Semi-Automated                    | \$2.75      |
| <u>Person-to-Person Service</u>   |             |
| Non-Automated                     | \$5.70      |
| Semi-Automated                    | \$5.40      |
| <u>Other Services</u>             |             |
| Line Status Verification          | \$6.45      |
| Busy Interrupt                    | \$12.90     |

Issue Date: December 17, 2018

Michelle Ansley, Chief Administrative Officer  
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Effective: January 1, 2019

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4. SERVICES (cont'd)

4.3 Toll Services (cont'd)

4.3.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number, or, in some cases for IntraLATA, users must access the Company's network by dialing 1010678 then 1 + Area Code + Number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using Lingo for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using Lingo for long distance service only.

Monthly Recurring Charge for Long Distance Only Customers: \$4.95

|                       | <u>Per Minute</u>  | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|--------------------|--------------------------|--------------------------|
| With Local Service    | <Based on Product> | 30 seconds               | 6 seconds                |
| Without Local Service | \$0.099            | 30 seconds               | 6 seconds                |

4.2.3 Lingo Long Distance

| <u>Products</u>  | <u>Rates Per Minute</u> |                    |                    |
|------------------|-------------------------|--------------------|--------------------|
|                  | <u>Intra-Lata</u>       | <u>Intra-State</u> | <u>Inter-State</u> |
| Lingo Value Line | \$0.069                 | \$0.069            | \$0.069            |
| Lingo Basic Line | Unlimited               | \$0.049            | \$0.049            |
| Lingo Essentials | Unlimited               | \$0.049            | \$0.049            |
| Home Connection  | \$0.060                 | \$0.060            | \$0.060            |
| Home Essentials  | Unlimited               | \$0.060            | \$0.060            |

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While there are plans that offer free long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Lingo long distance will not reduce the package monthly rate.

Long distance is only applicable to standard outbound domestic long distance only, originating from Lingo customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.





LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.3 Toll Services (cont'd)

4.3.4 Toll Free Service

Toll Free Service provides for facilities for the Customer(s) to receive interLATA and intraLATA calls. The Customer will be assigned unique Toll Free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

Monthly Recurring Charge per Number: \$5.00

8XX usage will be billed separately.

|                       | <u>Per Minute</u> | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|-------------------|--------------------------|--------------------------|
| With Local Service    | \$0.069           | 30 seconds               | 6 seconds                |
| Without Local Service | \$0.089           | 30 seconds               | 6 seconds                |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.4 Directory Services

4.4.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. 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 listing. The subscriber indemnifies and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listing or non-published listing.

1. Additional Listing

|             |                     |
|-------------|---------------------|
|             | <u>Monthly Rate</u> |
| Residential | \$2.00              |

2. [Reserved for Future Use]

3. [Reserved for Future Use]

4. Dual Name Listings



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.4 Directory Services (cont'd)

4.4.1 Directory Listings (cont'd)

5. Caption Listing

6. [Reserved for Future Use]

7. Extra Lines

The regular extra listing rate applicable in the exchange in which the listing appears applies to each extra line listing.

8. Foreign Listings

The regular extra listing rate applicable in the exchange in which the listing appears applies to each Foreign Listing.

Where the Foreign Listing appears in a state of other than Kentucky, the applicable rate will be that tarified by the Company in that state, or where the Company does not provide service, the applicable rate will be that tarified by the incumbent local exchange carrier in the exchange in which the listing appears.

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4. SERVICES (cont'd)

4.4 Directory Services (cont'd)

4.4.1 Directory Listings (cont'd)

9. Foreign Alternate Listing

10. Foreign Cross Reference Listing

11. Foreign Listing Free

12. Foreign Special Text Listing

13. Free Additional Listing

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4. SERVICES (cont'd)

4.4 Directory Services (cont'd)

4.4.1 Directory Listings (cont'd)

14. Optional Calling Plan Listing

15. Regular Extra Listings

16. Special Text

17. [Reserved for Future Use]

18. Telephone Answering Service Listing

19. Titles and Suffixes

One title is allowed at no charge. Those in excess of one will be provided at the following rate:

20. Non-Listed Listing

|             |                               |
|-------------|-------------------------------|
| Residential | <u>Monthly Rate</u><br>\$3.50 |
|-------------|-------------------------------|

21. Non-Published Listing

|             |                               |
|-------------|-------------------------------|
| Residential | <u>Monthly Rate</u><br>\$6.00 |
|-------------|-------------------------------|



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.4 Directory Services (cont'd)

4.4.2 Directory Assistance Service

A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each call (maximum of two numbers requested) is \$2.99.
2. Where the customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance Service Charges are billed to a third number; or a special billing number, the charge for each call (maximum of two requests per call) is \$2.99.

B. Directory Assistance Charge Exemption

Directory Assistance Charge Exemption gives 50 Free (local, long distance, or combination of both) DA calls per billing cycle on each line where the end user has disabilities that prevent use of the telephone directory. Normal tariffs apply to DA calls for the 51<sup>st</sup> and all other additional calls within a billing cycle. For purposes of this rule, disability means, with respect to an individual, a physical or mental impairment that prohibits a customer from using the telephone directory.

A letter from the end-user's physician, clinic or appropriate group/agency verifying the disability, on the official letterhead of the physician, should be attached to the application. Access Integrated Networks will not be responsible for any charges incurred to obtain certification. In addition to the physician's letter, the customer will be required to complete Access's Directory Assistance Charge Exemption Application Form.

4.4.3 Directory Assistance Call Completion

1. Rates

|  |        |
|--|--------|
| Each Local Directory Assistance Call         | \$2.99 |
| Each Long Distance Directory Assistance Call | \$2.99 |



LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

4. SERVICES (cont'd)

4.4 Directory Services (cont'd)

4.5.4 National Directory Assistance

A. Service Description

National \$ (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 4.6 of the Local Exchange Tariff.

Callers access NDA by dialing 1+411 or 0+411. Only calls made for listings outside the customers' local directory assistance scope as defined above will be eligible for NDA.

B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined in 4.5.4 A. above.

The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NDA.

There are no exemptions from billing for requests for NDA.

C. Rates

|                             | <u>Charge Per Listing<br/>Request</u> |
|-----------------------------|---------------------------------------|
| Sent Paid Request           | \$2.99                                |
| Alternately Billed Requests | \$2.99                                |



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.5 Miscellaneous Services

4.5.1 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.5 Miscellaneous Services

4.5.2 Reserved for Future Use

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4. SERVICES (cont'd)

4.5 Miscellaneous Services (cont'd)

4.5.4 Reserved for Future Use

4.5.5 Restoration of Suspended Service

- A. The following Service and Equipment Charge will apply, per line, for restoring service after its temporary suspension by the Company, as covered in the Rules and Regulations of this Tariff.

|                              | Residence |
|------------------------------|-----------|
| Per occasion initial line    | \$35.00   |
| Per occasion additional line | \$35.00   |

In addition to the Service and Equipment Charge, the customer will be required to pay all charges due, including the charges for the period of denial.



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.5 Miscellaneous Services (cont'd)

4.5.6 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.5 Miscellaneous Services (cont'd)

4.5.7 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.5 Miscellaneous Services (cont'd)

4.5.7 [Reserved for Future Use]

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4. SERVICES (cont'd)

4.5 Miscellaneous Services (cont'd)

4.5.8 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Lingo Long Distance service is used.

| <u>Charge</u>                   | <u>MRC Lingo Telecom</u>        |
|---------------------------------|---------------------------------|
| Facilities Charge               | \$6.38 on each Residential line |
| Supplementary Facilities Charge | \$1.00 on each line             |

4.5.9 [Reserved for Future Use]



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LOCAL EXCHANGE RESIDENTIAL TELECOMMUNICATIONS SERVICES TARIFF

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4. SERVICES (cont'd)

4.7 Promotions

From time to time, the Company may engage in promotional offerings or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company.

The Company shall notify the Director of the Public Utility Division (PUD) by letter specifying the service(s) offered, terms and conditions of the promotion, location and dates of each promotional period, which notice shall be provided in accordance with applicable Commission rules.

