

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ALLEGED FAILURE OF TEL-TECH ) CASE NO.  
COMMUNICATIONS TO FILE REQUIRED ) 2011-00329  
REPORTS

O R D E R

KRS 278.140 requires each utility to file, on or before March 31 of each year, a report of its gross earnings or receipts derived from intrastate business for the preceding calendar year. Based upon these reports, the Commission, pursuant to KRS 278.150, certifies to the Department of Revenue and the Finance and Administration Cabinet the intrastate revenue so collected. The Department of Revenue, pursuant to KRS 278.130 and for the purpose of maintaining the Commission, then assesses each utility in proportion to its receipts from intrastate business for the preceding calendar year. KRS 278.990 provides penalties for utilities that fail to file the required reports.

Tel-Tech Communications ("Tel-Tech Communications") transmits or conveys over wire, in air, or otherwise, messages by telephone for the public for compensation in the Commonwealth of Kentucky. It is, therefore, a utility subject to Commission jurisdiction.<sup>1</sup>

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<sup>1</sup> KRS 278.010(3)(e).

KRS 278.990(1) states that any utility which willfully violates any provision of KRS Chapter 278 or any Commission regulation shall be subject to a civil penalty not less than \$25.00 and not more than \$2,500.

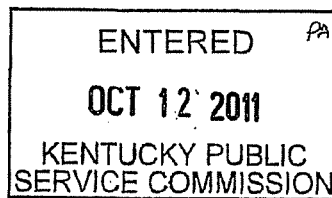
On January 4, 2011, the Commission provided to Tel-Tech Communications the standard forms for the annual financial and statistical report and the report of gross earnings from intrastate business. According to Commission records, Tel-Tech Communications has yet to file its Competitive Local Exchange Carrier gross operating reports for the 2008, 2009, and 2010 calendar years with the Commission. The absence of these reports from Commission records constitutes *prima facie* evidence that Tel-Tech Communications has willfully failed to comply with KRS 278.140.

IT IS THEREFORE ORDERED that:

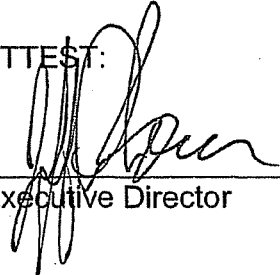
1. Tel-Tech Communications shall file with the Commission, no later than October 20, 2011, its Competitive Local Exchange gross operating reports for the 2008, 2009 and 2010 calendar years.
2. Tel-Tech Communications shall appear on October 27, 2011, at 10:00 a.m., Eastern Daylight Time, in Hearing Room 1 of the Commission's offices at 211 Sower Boulevard, Frankfort, Kentucky, for the purpose of showing cause, if any it can, why it should not be subjected to the penalties of KRS 278.990 for its failure to comply with KRS 278.140.
3. In the absence of such showing, and without further Order, Tel-Tech Communications' authorization to provide service shall be revoked, its tariff shall be removed from the Commission's files, and its name shall be stricken from the Commission's list of active utilities.

4. If Tel-Tech Communications desires to waive its right to a hearing in this matter, it shall, no later than October 20, 2011, file the required reports and pay a penalty of \$250. Payment of the penalty shall be made by certified check or money order made payable to the Treasurer, Commonwealth of Kentucky, and shall be delivered to the Office of General Counsel, Public Service Commission, 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602-0615.

By the Commission



ATTEST:

  
\_\_\_\_\_  
Executive Director

Robert Morgan  
President/General Manager  
Tel-Tech Communications  
3400 Lower McIntosh Road  
P. O. Box 242  
Stinnett, KY 40868

Tel-Tech Communications  
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Original Page 1  
Kentucky Tariff Number 1

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**RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY  
TEL-TECH COMMUNICATIONS, INC.  
WITHIN THE STATE OF KENTUCKY**

**SUBSCRIBER SERVICES AT  
Hyden, Stinnett, Wooton, Buckhorn, Bledsoe, and Canoe Exchanges**

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Issued: October 11, 2007  
Issued by:

Effective: November 11, 2007

Robert Morgan, President  
Tel-Tech Communications  
P.O.Box 242  
Stinnett, Kentucky 40868



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CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown.  
Any revised pages in the future from this tariff will be contained below in effect on the date shown on each page.

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EXPLANATION OF SYMBOLS

- (C) Denotes a change in listing, general regulations or conditions, which may affect a rate or charge.
- (D) Denotes discontinued material including: listing, general regulations, conditions, rate or charge.
- (I) Denotes increase in rate or charge.
- (L) Denotes material relocated from or to another part of the tariff, with no change in text, regulation, rate or condition.
- (N) Denotes new material including: listing, general regulation, rate, charge or condition.
- (O) Denotes an obsolete rate, regulation or text.
- (R) Denotes a reduction in either rate or charge.
- (T) Denotes a change in wording of text, but no change in general regulation, condition, rate or charge.

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APPLICATION OF TARIFF

This tariff contains the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Tel-Tech Communications to customers within the State of Kentucky for the following exchanges.

<u>Company</u>	<u>Exchange</u>
Tel-Tech Communications	Bledsoe
	Buckhorn
	Canoe
	Dwarf
	Hyden
	Stinnett
	Wooton

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SECTION 1.0 - DEFINITIONS

For the purpose of this tariff, the following definitions will apply:

Access Line - An arrangement which connects the Customer's location to a carrier's switching center or point of presence.

Access Charge - Payments made by a long distance carrier to the Company for use of local facilities, and by telephone subscribers to obtain access to local networks.

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

Adjacent Exchange Service - Exchange service in which dial tone is provided from the central office in a contiguous exchange of the Company.

Airline Mileage - The shortest distance between two locations.

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

Applicant - A person, firm, partnership, corporation, governmental agency, etc., requesting service from the company.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Base Rate - A scheduled rate for any form of exchange service or equipment which does not include mileage charges.

Base Rate Area - A specific area within an exchange service area as set forth in the telephone utilities tariffs, maps or descriptions.

Basic Telephone Service - For the purpose of establishing rates and charges, basic telephone service is one- or four - party business or residential local line service.

Business - A person's professional dealings or occupation; an industrial or commercial establishment.

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SECTION 1.0 DEFINITIONS CONTINUED

Carrier - Means the Reseller referred to on the title page of this tariff, unless otherwise indicated by the context.

Call - An attempted or completed communication.

Call Forwarding - A central office service optional feature which automatically routes incoming calls to another predetermined number.

Call Waiting - A tone provided to the party using the telephone to indicate another call. Successive transfers between calling parties can be accomplished through hookswitch operation.

Cancellation Charge - A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

Centrex Service - Service providing a business telephone Customer with direct inward dialing to its phone extensions and direct outward dialing from them.

Channel - A path for communication between two or more central offices, furnished in such a manner as the carrier may elect, whether by wire, radio, or a combination thereof and whether or not by a single physical facility or route.

Commission - Kentucky Public Service Commission.

Company or Carrier - Tel-Tech Communications, unless otherwise clearly indicated by the context.

Contract - The arrangement between a Customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariff.

Customer - The person, firm, corporation, or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's Tariff.

Custom Calling Services - Service feature available through a central office for use in connection with a Customer's local exchange service.

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SECTION 1.0 DEFINITIONS CONTINUED

Demarcation Point - The term "demarcation point", when used in connection with customer-provided communications systems, denotes the point on the customer's premises where network access lines provided by are furnished to the customer are terminated in switching equipment used, at least in part, for communications with customer-provided terminal equipment.

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

Dial Pulse - The pulse type employed by rotary dial station sets.

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

A. Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

B. Foreign Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

C. Free Listing: A directory listing for which no specific charge is made.

D. Indented Listing: A directory listing indented under another listing.

E. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

Duration - The period of time during which services exist or last.

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SECTION 1.0 DEFINITIONS CONTINUED

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this Tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

Exchange Service - The furnishings of facilities for telecommunicating within an exchange area, in accordance with the regulations and charges specified in the Company's Tariff.

Extended Area Service - A type of telephone service furnished under Tariff provisions whereby customers of a given exchange may complete calls to and, where provided by the Tariff.

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

Flat Rate Service - Service furnished at a fixed monthly charge, including extended area service where applicable.

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

Individual Line - A single circuit furnished by the Company, for rendering exchange service, providing for the connection of one main station to the telecommunications network. (Not a private branch exchange trunk line).

Installation Charge - A separate initial non-recurring charge, which when applied is in addition to service connection charges. This charge may be applied when the equipment furnished is in addition to a network access line.

Joint User Service - A classification of exchanged service furnished to a joint user, in connection with customers' exchange service. A joint user is a person, firm, or corporation sharing the customers' exchange service in accordance with tariff provisions, but who would not otherwise be entitled to the use of service.

Local Calling Area - The area within which telecommunication service is furnished Customer;s under a specific schedule or exchange rates. A local calling area may include one or more exchange service areas or portions of exchange service areas.

LEC - Local Exchange Company

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SECTION 1.0 DEFINITIONS CONTINUED

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

- (A) Local Message
- (B) Toll Message

Minimum Contract Period - The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

Minute of Use - A measurement basis for length of circuit use.

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

Network Access Line - A central office exchange line that provides access to the local and national telecommunications network.

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

Non-Listed Number - A subscriber who has the telephone number listing omitted from the telephone directory but listed in the directory assistance records which are available from the directory assistance operator.

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

Non-Recurring Charge - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

Other Telephone Company - An Exchange Telephone Company, other than the Company.

Premises - A building or buildings on contiguous property.

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

Residence or Residential - A class of service furnished to a Customer at a place of dwelling where the actual or obvious use is for domestic purposes.

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SECTION 1.0 DEFINITIONS CONTINUED

Service - The act or means of supplying communication to the public.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in this Tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Connection Charge - A non-recurring charge applying to the establishment or basic telephone service for a subscriber and certain subsequent additions to that service.

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

Suspension of Service - An arrangement made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer, for temporarily discontinuing service without terminating the service agreement.

System - The coordinated facilities, including central office equipment, outside plant and subscriber terminal equipment, used to provide telephone service to the public.

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SECTION 1.0 DEFINITIONS CONTINUED

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

Telecommunications Company - Used throughout this Tariff to mean Tel-Tech Communications, unless clearly indicated otherwise by the text.

Telephone Number - A designation assigned to a network access line necessary for placing calls to the subscriber terminal equipment and for identification in the assessment of message charges, etc.

Temporary Disconnection - An arrangement made at the request of the customer for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the Customer's premises.

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

Termination Charge - A charge applied when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

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

Wide Area Telecommunications Service - The furnishing of facilities for dial type telephone communications between a wide area service access line and other exchange and toll station telephones in the area prescribed in this Tariff.

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SECTION 2.0 RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way information transmission originating from points within the State of Kentucky, and terminating within a local calling area as defined herein.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

2.1.2 Limitations

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

Company reserves the right to discontinue or limit services when necessitated by conditions beyond its control, or when the Customer is using service in

violation

of provisions of this tariff, or in violation of the law.

Company does not undertake to transmit messages, and will not be liable for errors in transmission or for failure to establish connections.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.3 Terms and Conditions

- (A) Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.
- (B) Service is provided for use by the Customer and may be used by others, when so authorized by the Customer, provided that all such usage shall be subject to the provisions of this tariff, and shall not affect the Customer's responsibility for all payments required under this tariff.
- (C) Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, or if the Company receives other evidence that such service is or will be used for such purposes.
- (D) This tariff shall be interpreted and governed by the laws of the State of Kentucky without regard for its choice of laws provision.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.3 Terms and Conditions continued

- (E) Telephone equipment and facilities are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment except in connection with semi-public telephone service and except as the use of the service may be extended, in addition with other service which may be separately ordered, to joint users, apartment house transient guests where the apartment house subscribes to Message or Measured Rate Service, patrons of hotels subscribing to Message or Measured Rate Service, patients of hospitals, members of clubs, students living in quarters furnished by schools, colleges, or universities, the transient public in connection with Reservation Service at airport terminals, or to persons temporarily subleasing a subscriber's residential premises, or to subscribers of access line service for customer provided public telephones.
- (F) Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a subscriber who is engaged as a communications common carrier in a public telegram message business, overseas data message service, local service areas from hotels, motels or hospitals with Business Message or Measured Rate Service, or on service furnished to subscribers of access line service for Customer provided public telephones.
- (G) In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company are subject to the terms, conditions and limitations herein specified.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.4 Limitatons on Liability

- (A) The Company liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in transmission which occur in the course of furnishing service(s) or facilities in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- (B) The Company shall not be liable for claim or loss, expense or damage, whether indirect, special or consequential damage, for any interruption, delay, error omission, or defect in any service, facility or transmission provided in this tariff. No matter if caused by any person or entity other than the Company, such as by an Act of God, fire, war, civil disturbance, act of government, malfunction of any facility or service provided by an underlying carrier, or by any other cause beyond the Company's direct control.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.4 Limitations on Liability continued

- (C) The Company will make no refund of overpayment, unless the claim of the overpayment together with evidence, is submitted to the Company within one year from the date of overpayment unless the Company can produce billing records prepared that would show a credit beyond one year.
- (D) The Company shall not be liable for claims, losses, or refunds as a result of loss or theft of Customer-specific identifying codes issued for use with the Company's services.
- (E) The Company shall not be liable for defacement of or damages to the premises of any Customer resulting from the furnishing of services, unless it is the direct result of the Company's negligence.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.4 Limitations on Liability continued

(F) Establishment of Identity

- (1) As often as may be necessary the calling party shall establish his identity in the course of any communication.
- (2) With whom connection is made at the called location the calling party shall be solely responsible for establishing the identity of the person or station.
- (3) **Use of Party Line Service**  
Applications for Party Line Service are accepted by the Company with the understanding that each subscriber will so use the service as not to interfere with an equitable proportionate use of the service by the other subscribers on the same line. When the duration or number of messages sent or received by a party line subscriber is so great as to prevent an equitable proportionate use of the line by other subscribers on the line, the Company shall have the right to require the subscriber to contract for a higher grade of service, or to discontinue the service of the subscriber in question.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.4 Limitations and Liability continued

- (G) Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.

2.1.5 Broadcast of Recordings of Telephone Conversations

- (1) The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber provided voice recording equipment as specified in this tariff.

(2) Recorded Public Announcements

Use of Company facilities of service in connection with automatic announcement service, automatic answering and service, recorder-coupler service or miscellaneous devices for recorded service announcements are subject to the following conditions:

- (A) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- (B) Subscribers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
- (C) Private telephone numbers will not be furnished for use with recorded public announcements.
- (D) Failure to comply with the provisions of this tariff shall be cause for termination of the service.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.6 Provision of Equipment and Facilities

- (1) All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this tariff. This subscriber may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the subscriber on his premises in suitable outlets when required.
- (2) Except as provided by the FCC, no equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company: whether physically, by induction, acoustically or otherwise; except as provided in this tariff or as otherwise authorized in writing by the Company or authorized by FCC regulation. In case any such authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service. Subscribers connecting customer owned terminal equipment, must notify the Company and supply a FCC administration number.
- (3) The provisions of the preceding shall not be constructed or applied to bar a subscriber from using devices which service his convenience in this use of the facilities of the Company, provided any such device so used does not:
  - (A) Endanger the safety of Company employees or the public;
  - (B) Damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this tariff;
  - (C) Interfere with the proper functioning of such equipment or facilities;
  - (D) Impair the operation of the communication system;
  - (E) Otherwise injure the public in its use of the Company's services.
- (4) Devices provided by the subscriber to obtain quietness or privacy may be used provided that:
  - (A) Such device does not involve direct electrical connection to the equipment of the Company, any change in or alteration of such equipment;
  - (B) Such device does not interfere with the proper functioning of company equipment.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.6 Provision of Equipment and Facilities continued

- (5) Facilities of an electric power company, oil products or natural gas pipe line company, or railroad company, that are not used for resale, provided primarily to communicate with point located along a right-of-way with premises of such company anywhere in cities, towns, or villages along the right-of-way owned or controlled by such company and extending between or beyond exchange areas of the company, may be connected with private branch exchange equipment.

2.1.7 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.8 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company.

Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.1 Undertaking of the Company continued

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its partners, agents, contractors or suppliers.

2.2 Unlawful Use of Service

- 2.2.1 The service is furnished subject to the condition that it will not be used for an unlawful purpose. If service is in violation of the law and law enforcement agency, acting within its apparent jurisdiction, advises in writing of the violation. The Company will discontinue the service. The Company will not furnish service to any Customer, when it has reasonable grounds to believe that such service will be used in violation of the law.
- 2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Kentucky Public Service Commission's regulations, policies, orders, and decisions.
- 2.2.3 The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users.
- 2.2.4 The Company will permit a Customer to transfer its existing service to another location if the existing Customer has paid all charges owed to the Company for regulated communications services. The transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- (A) The payment of all applicable charges to this tariff;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts of the customer; or the noncompliance by the Customer, with these regulations; or by theft or fire or other casualty on the Customer premises, unless caused by the Company's employees or agents misconduct or negligence;
- (C) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of cable and associated equipment used to provide telecommunications services to the Customer. Any costs associated with the obtaining and maintaining the rights-of-way including, altering the structure to permit installation if needed. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order of service.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.3 Obligations of the Customer continued

2.3.1 General (Cancellation Cause)

- (E) The Company has the right to terminate or suspend service of the subscribers contract without notice and remove any of its equipment from the subscribers premises upon:
- (1) Abandonment of the service.
  - (2) Failure of a subscriber to make suitable deposit as required in this tariff.
  - (3) Impersonation of another with fraudulent intent.
  - (4) Listening in on party line conversations.
  - (5) Any use of the service to impair or interfere with any other subscribers service, including but not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
  - (6) The use of any service or facilities for a call or calls, whether anonymous or otherwise, if in a manner reasonably to be expected to torment, abuse, frighten, or harass another.
  - (7) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise, to give or obtain information, without payment of the charge applicable for the service.
  - (8) The attempt to obtain any kind of service by tampering with, rearranging, or making connection with any facilities of the company. Also by attempting to scheme, trick, false representation, or false credit device or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.3 Obligations of the Customer continued

2.3.1 General (Cancellation Cause continued)

2.3.2 Limitations and Use of Service

For any other noncompliance with the Company's or Commission's rules and regulations;

- (A) The Company can cancel any contract for use of service and discontinue service if language over the Company's facilities are profane, obscene, or grossly abusive after reasonable notice fails, neglects, or refuses to cease and refrain from such practice, Company can also remove its property from the premises of such person.
- (B) The Company can terminate service and remove its equipment from premises for non-payment of any sum due for any regulated services through the Company when the following requirements are met.
  - (1) The Customer will receive written notice no sooner than 10 days after the original bill was sent out.
  - (2) The subscriber shall have a minimum of 10 days to comply
  - (3) The disconnection of service shall not be made before the twenty-one days after the original bill is sent out.
  - (4) Disconnection will not be made on preceding day of/and on Saturday, Sunday, and legal holidays.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.3 Obligations of the Customer continued

2.3.3 Limiting or Refuse Directory Assistance

For any purpose other than to facilitate the making of a telephone call, the Company may limit or refuse the use of directory assistance to obtain a subscriber's listed name, address or telephone number.

- 2.3.4 The Company's services are designated primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.4 Establishment and Furnishing of Service

2.4.1 Availability of Facilities

- (A) The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- (B) The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- (C) When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in this tariff, except as otherwise specified.
- (D) The Company will explain the availability of all Basic Local Exchange Service when Customer's call the business requesting new service or change in their Basic Local Exchange Service.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.4 Establishment and Furnishing of Service continued

2.4.2 Application of Service

- (A) Applicants may be required to sign an application requesting the Company to furnish the service in accordance with, charges, rates, rules and regulations from time to time in force and effect.
- (B) Any applicant who owes a debt to the Company can be refused service until the debt is paid in full and the Company also has the right to refuse service to any applicant that desires to establish service for any former subscribers that are in debt for previous service, regardless of the listing requested for such service, unless arrangements have been made for the debt.
- (C) If telephone service is established for arrangements of debts and the arrangements are not met, the Company has the right to suspend or disconnect the service of the prior debt.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.4 Establishment and Furnishing of Service continued

2.4.3 Application of Rates for Business and Residence Service

- (A) The determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.
- (B) Whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use, Business rates apply. Business rates apply for:
  - (1) Places of a strictly business nature, such as offices, stores, factories, mines, and other business places.
  - (2) For the purpose of this tariff, a boarding house is considered as a house or apartment where rooms are rented or boarders taken or both. When in the judgement of the Company, such houses or apartments may obtain service at residence rates, and are not conducted primarily for business purposes and are listed as residence.
  - (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and is not evident that the service located in the residence is to be employed primarily for domestic use.
  - (4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.
  - (5) Residents rates apply when the use of service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.4 Establishment and Furnishing of Service continued

2.4.3 Application of Rates for Business and Residence Service continued

- (1) Private residences having service not employing business listings.
- (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.
- (3) All though business buildings such as Doctors, Dentists, Veterinary, and others are under business rates their primary residence are not business designations, and can be listed as with titles such as Dr., Rev., Professor, and other titles.
- (4) Private stable or garage when strictly a part of subscribers domestic establishment.
- (5) Collage fraternity houses where members of the fraternity lodge within the house.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.5 Deposits and Payment Arrangements

2.5.1 Deposits

- (1) In order to safeguard its interests the Carrier may require an applicant or Customer to deposit a sum up to an amount equal to twice the estimated average monthly charge for useage offered herein; such deposit to be held by the Carrier as a gurantee of the payment of charges provided herein. Though a deposit has been made does not mean in no way that the Customer can keep from complying with the Carriers regulations as to advance payments and the prompt payment of bills on presentation. At the time the service is terminated, the amount of the deposit will be credited to the account and any credit balance, which may remain, is refunded. It is the Carriers option to refund the deposit or credit the deposit prior to termination of the service.
- (2) If the deposit is paid in cash, while the deposit is held by the Company the Customer will receive simple interest at the rate established by the state.

2.6 Payment Arrangements

2.6.1 Payment and Billing for Services

Billing to Customers will be scheduled monthly. Useage charges are billed in arrears. Recurring fixed charges are billed monthly in advance. A bill will be considered rendered to the Customer when deposited in the United States mail with postage prepaid. If the delivery is by other the United States mail, the bill will be considered rendered when delivered to the last known address of the party responsible for payment.

2.6.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges for services furnished to the Customer or its joint or authorized users. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer provided equipment by third parties, the Customer's employee's or the public. This responsibility includes payment for calls or services that originate at the Customer's number(s), that are accepted at the Customer's number(s) (e.g., collect calls), that are billed to the Customer number(s) via Third Number Billing if the Customer is found to be responsible for such call or service, the use of a Calling Card, or the use of a Company-assigned Special Billing Number and incurred at the specific request of the Customer.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.6 Payment Arrangements continued

2.6.2 Billing and Collection of Charges continued

- (A) Payment is due by the date printed on the bill. Payments are sent to the address listed on the bill.
- (B) Customer bills for telephone service are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the Customer's next billing date, a late payment charge of 1.5% will be applied to the past due amounts on the Customer's bill. Only once may a penalty be assessed on any bill for rendered services. Any payment received shall first be applied to the bill for service rendered. Additional penalty charges shall not be assessed on unpaid penalty charges.
- (C) The Customer must pay a sum equal to the amount of the undisputed portion of the bill in the event of a dispute concerning an invoice. The Customer must notify the LEC business office of the disputed portion in writing within 3 months from the date the invoice was rendered or such invoice would be deemed to be correct and binding on the Customer.
- (D) In the event suit is brought or an attorney is retained by the Carrier to enforce the terms of this tariff, the Carrier shall be entitled to recover, in addition to any other remedy, reimbursement for reasonable attorney's fees, court costs, costs of investigation and other related expenses incurred in connection therewith.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.6 Payment Arrangements continued

2.6.3 Taxes

- (1) All stated charges in this tariff are computed by the Carrier exclusive of any federal, state, or local use, excise, gross receipts, sales or privileges taxes, duties fees, or similar liabilities (other than general income or property taxes) whether charged to or against the Carrier or its Customer.
- (2) The Customer is responsible for payment of any sales, use, gross receipts, excise or other local, state and federal taxes, charges or assessments, however designated (excluding taxes on the Carrier's net income) imposed on or based upon the provision, sale or use of the Carrier's services.
- (3) On the Customer's bill, all state and local sales taxes are listed as separate line items.
- (4) Other taxes, charges and regulatory assessment shall be identified in the aggregate on the Customer's bill.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.6 Payment Arrangements continued

2.6.3 Taxes continued

Returned Check Charge

If a check offered by a Customer for payment of service provided is dishonored, a returned check charge may be applied in the amount not to exceed the maximum amount allowed under the state law.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.6 Payment Arrangements continued

2.6.4 Suspension of Business and Residence Service

- (A) A subscriber to Business or Residence Service may arrange for the temporary suspension of such service, upon request. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
- (B) The regular charges for the full month of service shall apply when the period of suspension is less than one month.
- (C) When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
- (D) In connection with complete suspension of service, Local or Long Distance Service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a station at which service is suspended may be referred to the call number of another station in the same or a distant exchange.
- (E) The charge for the total suspension period may be collected in advance.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.6 Payment Arrangements continued

2.6.4 Suspension of Business and Residence Service continued

- (F) There is no reduction in the charge for foreign central office line mileage during the period of suspension. The charges for local exchange portions of foreign metropolitan area and foreign exchange services during the period of suspension are as provided this tariff. During the period of suspension, no charge applies for the interexchange channel portion of these services.
- (G) The maximum period of any twelve consecutive months a service can be on suspension shall not be more than six months.

2.6.5 Termination of Service by the Company

- (A) Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
- (B) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.
- (C) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

2.6.6 Termination of Service by the Subscriber's Request

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

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.7 Payment Arrangements and Credit Allowances

2.7.1 Advance Payments

- (1) An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges for one month of service. Where construction charges are applicable the payment may be required in advance of the start of construction.

2.7.2 Deposits

- (2) In accordance with Kentucky Public Service Commission rules, the Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company.

The Company may require a minimum deposit or other guarantee to secure payment of bills. If failure to pay the requested deposit the service can be refused or discontinued. Interest, as prescribed by KRS 278.460, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the Customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a Customer's showing of satisfactory credit or payment history, and required deposits will be returned after one year if the Customer has established a satisfactory payment record for that period. If a deposit has been waived or returned and the Customer fails to maintain a satisfactory payment record, a deposit may then be required. The Company may require a deposit in addition to the initial deposit if the Customer's classification of service changes or if there is a substantial change in usage.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.7 Payment Arrangements and Credit Allowances continued

2.7.2 Deposit's continued

Upon termination of service, the deposit, any principal amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the Customer.

2.7.3 Considered Criteria of Deposit

The following criteria will be considered, in determining whether a deposit will be required or waived.

- (A) Previous payment history with the Company. If the Customer has no previous history with the Company, the Company may require evidence of good credit with other facilities, such as utility statements, banks, etc.
- (B) The Company may require proof of whether the Customer has an established income or line of credit.
- (C) Also the length of time the Customer has resided or been located in the area.
- (D) Whether the Customer owns the property in the area.
- (E) Whether the Customer has filed bankruptcy proceedings within the last seven years.
- (F) Whether another Customer with a good payment history is willing to sign as a guarantor for an amount equal to the required deposit.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.7 Payment Arrangements and Credit Allowances continued

2.7.4 Recalculated Deposit

The deposit will be recalculated at the Customer's request based on the Customer's actual useage, if the deposit is held longer than 18 months.If the deposit on an account is different from the recalculated amount by more than \$10.00 for a residential Customer or 10% for a non-residential Customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the Customer's bill. No refund will be made if the Customer's bill is delinquent at the time of the recalculation.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.7 Payment Arrangements and Credit Allowances continued

2.7.5 Calculated Deposits

For Customers who have had prior service from the Company a deposit will be based upon their historic monthly usage. The deposit will then be the estimated usage for two months. If usage information is not available, the deposit will be based on the average bills of similar Customer's and premises in the system. The deposit amount shall not exceed 2/12 of the Customer's actual or estimated annual bill.

2.7.6 Payment for Service

- (A) The charges of subscriber's that are due are payable at the Company's Business, other authorized Company location or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.
- (B) The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service and additional local message charges or billed local usage. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- (C) Should service be suspended for nonpayment of charges, it will be restored by the provisions set forth in this tariff.
- (D) The service agreement has been considered to have been terminated, when the service has been disconnected for nonpayment. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.
- (E) At its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver to suspend or disconnect service for nonpayment of such account or of any other past due account.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.8 Service Interruptions

- (A) The Company shall re-establish service with the shortest possible delay, regardless of weekends or holidays, when the use of service of facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of facilities provided by the subscriber.
- (B) Consistant with the needs of the Customer and personal safety of Company personnel, arrangements shall be made to receive Customer trouble reports of an emergency nature at night, as well as during the regular working hours.
- (C) It is the Company's intention, that with interruptions not requiring unusual repair such as cable failure, service be restored within twenty-four hours of the trouble report unless the Customer specifically requests a later time.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.9 Reserved for Future Use

2.10 Customer Service Guarantee

The Company will provide a one month local service guarantee credit, which includes all recurring items of local service billed on the Customer's current bill when the Company fails to provide specified levels of Customer service. This program provides for credits to all residential and single line business Customers bills when the Company does not meet the service standards outlined below:

- (A) **Missed Service Commitment:** If the Company fails to meet a commitment and has not notified the Customer 24 hours prior to such services as installations, changes to Customer calling features, provision of optional calling plans and other similar request, the Customer will be given a one month local service credit.

2.11 Equipment In Explosive Atmosphere

- (A) The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, damages, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or any death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- (B) The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- (C) The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.10 Customer Service Guarantee continued

2.12 Service Outage

- (A) A one month service credit will be applied to the Customer's telephone bill if the Company fails to restore basic exchange telephone service within 8 hours after the interruption was reported to or discovered by the Company.

If premise access is required and neither the Customer nor a representative was available at the Customer premise and the Company left a notice in a conspicuous place, or the Customer had been disconnected for nonpayment of a bill or request for a deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company the one month service credit will not apply.

- (B) If the Customer request is not accommodated the first time requested to the Company, and this causes the Customer to make a second request within thirty days, A one month local service credit will be applied to the Customer's telephone bill. Examples of requests which may require multiple Telephone Company contacts by a Customer, are as follows.
- (1) Billing name and address changes.
  - (2) Directory listing changes.
  - (3) Request for credit cards or directories.
  - (4) Requests for adjustments.
  - (5) Repeat reports of service problems.
  - (6) Also, moves of cable or drop wires.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.10 Customer Service Guarantee continued

2.12 Service Outage continued

(C) The one month local service credit will not apply to requests beyond the control of the Company and when the Company has notified the Customer.

(D) Credit is not applicable to:

Claims for credit by Customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.

Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the Customer's inside wiring or the Customer's premises equipment.

Outages of more than 24 hours that are a result of natural disasters or circumstances beyond the control and knowledge of the Company, that occur within 24 hours of the due date where the Company could not obviously notify the Customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of Customers to lose telecommunications services and/or other similar utility type services.

(E) Local Service Guarantee Credit includes all recurring items of local service billed on the Customer's current bill.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.10 Customer Service Guarantee continued

2.13 Service Irregularities

The Company's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair, or restoration of service, the Company's liability, if any shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service is affected. This liability shall be in addition to any amounts that may otherwise be due the Customer under this tariff as an allowance for interruptions.

2.14 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by the Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or Companies furnishing a portion of such service.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.10 Customer Service Guarantee continued

2.15 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the subscriber or subscribers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof-  
against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

Defacement of Premises

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

Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

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SECTION 2.0 RULES AND REGULATIONS CONTINUED

2.10 Customer Service Guarantee continued

2.16 Liability of the Company Performance of Telecommunications Network

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of exchange telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.

Obligation to Furnish Service

The Company's obligation to furnish service or to continue to furnish service is dependent upon its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

Special Promotions

The Company may offer, after 30 days notice to the Commission, special promotions of new or existing services or products for limited periods of time. These promotions will be offered on a completely nondiscriminatory basis with each Customer in the classification of service and areas for which the promotion is offered. All subscribers will have an equal opportunity for participation, subject to the availability of products, services and facilities.

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**SECTION 3.0 - SERVICE AREAS**

**3.1 Basic Local Exchange Service**

- (A) This section applies to the Local Exchange Service in all of the exchanges of Tel-Tech Communications.
- (B) The provision of Local Exchange Service are also subject to the Rates, Charges, Rules and Regulations in all other section of this tariff, which as they now exist or as they may be revised, added to, or supplemented by superseding issues, are hereby a part of this Local Exchange Service section.
- (C) Local Exchange services are provided, subject to availability of facilities and equipment, in areas currently served by TDS Telecom.

**General**

- (A) The monthly rates found below are payable in advance and entitle the Customer to calling within the exchange from which he receives service, and to all stations connected to that exchange.
- (B) Applicable taxes levied by state, county, local or other taxing authorities are in addition to the rates set forth in this tariff.

**3.2 Exchange Area Listings**

Originating Exchange Names

Bledsoe  
Buckhorn  
Canoe  
Dwarf  
Hyden  
Stinnett  
Wooton

Local Calling Areas

Harlan&Harlan County  
  
Jackson&Buckhorn  
Buckhorn&Vicco  
Stinnett&Wooton  
Hyden&Wooton  
Hyden&Stinnett

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SECTION 4.0 - GENERAL SERVICE AND RATE INFORMATION

4.1 General

- (A) Rates and timing of calls may vary by product type, access method, or call duration. Calls are billed individually and on a monthly basis. Usage is billed in arrears.
- (B) Intrastate services are offered in conjunction with interstate services.

Timing of Calls

Billing for calls placed over the network is placed in part on the duration of the call as follows, unless otherwise specified in this tariff.

- (A) Call timing begins when the called party answers the call (i.e., when two-way communications are established).
- (B) Chargeable time for calls ends when one of the parties disconnects from the call.
- (C) Minimum call duration periods for billing purposes may vary by service option.
- (D) For billing purposes, usage after the initial period varies by service and is specified by service in this tariff.
- (E) The Carrier will not bill for unanswered calls.

Promotional Offerings

- (1) The Carrier may from time to time engage in promotional trial service offerings of limited duration, designed to attract new subscribers or to increase subscriber awareness of a particular service offering. Such promotional offerings will be limited to specific dates, times, and locations. Except for the rates charged under such promotions, all other terms and conditions of service contained in this tariff will apply to the Carrier's promotional service offerings.

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SECTION 4.0 - GENERAL SERVICE AND RATE INFORMATION CONTINUED

4.2 Telecommunications Relay Service

- (1) Qualified Telephone Relay Service Customers will receive a 70% discount on all direct dialed station-to-station intrastate calls.

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES AND CHARGES

5.1 Outbound Service

5.1.1 General Description

Outbound Service is available to residential and business subscribers, unless noted elsewhere in the plans listed below, who originate direct dialed calls over standard Customer-provided switched access lines.

5.1.2 Residential Service Offerings and Rates

Calls are billed in one minute increments, (fractional minutes are rounded to next higher minute) after a minimum call duration of one minute. Monthly flat rates will not apply during "vacation service".

(1) True Talk Advantage Plan

Minimum Monthly Billing: \$0.00  
Per Minute Rate: \$0.17

(2) True Talk Advantage Plus Plan

This rate is available only to Customers who are enrolled in TDS Long Distance's Interstate True Talk Advantage Plus 195, 495\*, or 895\* Toll Message Plan.

Per Minute Rate: \$0.10

(3) True Talk Plans

Customers must also be subscribed to TDS Long Distance Interstate True Talk plans. The number of minutes in each plan applies on interstate and intrastate calls.

<u>Plan Name</u>	<u>No. of Minutes In Plan</u>	<u>Minimum Monthly Rate</u>	<u>Overtime Per Minute Rate</u>
True Talk 75	75	\$6.90	\$0.10
True Talk 150 (1)	150	\$12.90	\$0.10
True Talk 300 (1)(2)	300	\$24.90	\$0.10
True Talk 500 (1)(2)	500	\$34.90	\$0.10

(1) Service includes a Calling Card

(2) Service includes a Toll Free Number

(Customers may subscribe to plans through Local Exchange Services).

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.1 Outbound Service continued

5.1.3 Business Service Offerings and Rates

(A) True Talk Advantage

Calls are billed in one minute increments (fractional minutes are rounded to next higher minute) after a minimum call duration of one minute. Monthly flat rates will not apply during "vacation service".

Minimum Monthly Billing: \$0.00  
Per Minute Rate: \$0.17

(B) True Talk Advantage Plus

This rate is available only to Customers who are enrolled in TDS Long Distance's Interstate True Talk Advantage Plus 195 Toll Message Plan.

(C) True Talk Small Business Discount Plan

This rate is available only to Customers who are enrolled in TDS Long Distance's Interstate True Talk 195, 495, or 895 Toll Message Plan.

Minimum Monthly Billing: \$0.00  
Per Minute Rate: \$0.10

(D) True Talk Discount Plan (1)

These plans are available only to Customers who are enrolled in TDS Long Distance's Interstate Business Preferred (195) or Business Edge (3 year contract) Toll Message Plan. Business Preferred

Calls are billed in six-second increments, (fractional seconds are rounded to next six-second increment) after a minimum call duration of thirty-seconds. Monthly flat rates will not apply during "vacation service".

Minimum Monthly Billing: \$0.00  
Per Minute Rate: \$0.099

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.1 Outbound Service continued

5.1.3 Business Service Offerings and Rates continued

(D) True Talk Discount Plan continued

Business Edge: This is available only with a 3- year contract. Calls are billed in six- second increments, (fractional seconds are rounded to next six- second increment) after a minimum call duration of six- seconds. Monthly flat rates will not apply during "vacation service".

Minimum Monthly Billing: \$0.00  
Per Minute Rate: \$0.00

(E) True Talk Plans

Customers must also be subscribed to TDS Long Distance interstate True Talk plans. The number of minutes in each plan applies on interstate and intrastate calls.

<u>Plan Name</u>	<u>No. of Minutes in Plan</u>	<u>Minimum Monthly Rate</u>	<u>Overtime Per Minute Rate</u>
True Talk 75	75	\$6.90	\$0.10
True Talk 150 (2)	150	\$12.90	\$0.10
True Talk 300 (2)(3)	300	\$24.90	\$0.10
True Talk 500 (2)(3)	500	\$34.90	\$0.10
True Talk 1000 (2)(3)	1000	\$64.90	\$0.10

- (1) Service includes a Calling Card  
(2) Service includes a Toll Free Number

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.1 Outbound Service continued

5.1.3 Business Service Offerings and Rates continued

(F) True Talk Plans: This is available only to Large Business Customers

	<u>Minutes Included in Package</u>	<u>Monthly Rate</u>	<u>Overtime Rate Per Minute</u>
Month to Month	N/A	N/A	\$0.09
Month to Month	2,000	\$160.00	\$0.09
Month to Month	4,000	\$320.00	\$0.09
Month to Month	10,000	\$700.00	\$0.09
Month to Month	20,000	\$1,200.00	\$0.05
1 Year Contract	N/A	N/A	\$0.08
1 Year Contract	2,000	\$140.00	\$0.08
1 Year Contract	4,000	\$280.00	\$0.08
1 Year Contract	10,000	\$600.00	\$0.08
1 Year Contract	20,000	\$1,000.00	\$0.04
3 Year Contract	N/A	N/A	\$0.07
3 Year Contract	2,000	\$110.00	\$0.07
3 Year Contract	4,000	\$200.00	\$0.07
3 Year Contract	10,000	\$400.00	\$0.07
3 Year Contract	20,000	\$600.00	\$0.07

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.2 Inbound Toll Free Number Service

5.2.1 General Description

Inbound Toll-Free Number Service is an 8XX number that allows callers to originate direct dialed calls to the 8XX number without incurring a toll charge. The charge for using a toll free number is paid by the called party instead of the calling party. The service is available for use twenty-four hours a day, seven days a week. Service is terminated over standard Customer-provided switched access lines.

Intrastate service is offered in conjunction with Interstate service.

The Carrier will make every effort to reserve toll-free vanity numbers on behalf of the Customers, but makes no guarantee or warranty that the requested toll-free number(s) will be available or assigned to the Customer requesting the number.

If a Customer accumulates undisputed delinquent charges, the Carrier reserves the right not to honor that Customer's request for a change in service until such charges are paid in full.

The Customer does not retain rights in toll-free numbers, which are shared with other Customers of the Carrier. Shared toll-free numbers are not portable. Toll-free directory listing will not be provided.

These plans are available only to Customers who are enrolled in TDS Long Distance's Interstate Toll Free Service Plans.

5.2.2 Residential and Small Business Service Offerings

(A) Personal Toll Free PIN Service 1

Personal Toll Free- PIN Service is an arrangement that allows callers to direct the call to a specific individual, group, or business without being charged for the call by entering a special PIN. This service also allows resellers to use a shared toll free access number and assign PINs to their end-users.

Per Minute Rate:                      \$0.20

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.2 Inbound Toll Free Number Service continued

5.2.2 Residential and Small Business Service Offerings continued

(B) Regular Toll Free Service

Regular Toll Free Service is the basic switched 8XX number established for a Customer's callers.

Preferred(1)  
Per Minute Rate \$0.20

Advantage (Residential Only)  
Per Minute Rate \$0.17

Advantage Plus (applicable to those residential customers who also subscribe to True Talk Advantage Plus, True Talk 75, True Talk 150, Total Talk 100, or Total Talk 200)

Per Minute Rate \$0.10

Large Business Service Offerings

Calls are billed in six-second increments (fractional minutes are rounded to next six-second increment) after a minimum call duration of thirty second.

(A) Regular Toll Free Service (2)

Regular Toll Free Service is the basic switched 8XX number established for a customer's callers.

Business Preferred (month to month service)  
Per Minute Rate \$0.1090

Business Edge (applicable for 3 year contracts only)  
Per Minute Rate \$0.0890

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.2 Inbound Toll Free Number Service continued

5.2.2 Large Business Service Offerings continued

(B) Dedicated 800/Toll Free Service (1)

Dedicated 800/Toll Free Service allows callers to originate direct dialed calls over dedicated T-1 facilities without being charged for the call. The T-1 is provided directly between the Point of Presence (POP) and the end-users premise. The charge for using a toll free number is paid by the called party instead of the calling party (the called party is the toll free subscriber).

These Plans are available only to customers who are enrolled in TDS Long Distance's Interstate Dedicated 800/Toll Free Service Plan.

Business Select (applicable for 1 year contracts only)

Per Minute Rate                      \$0.0690

Business Premier (applicable for 3 year contracts only)

Per Minute Rate                      \$0.0490

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SECTION 5.0 - DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.3 Directory Assistance

5.3.1 General Description

A Directory Assistance charge applies per intrastate directory assistance calls made from points within the State. The customer may make one request for a telephone number per call. The Directory Assistance charge applies regardless of whether the operator is able to supply the requested number. Discounts are not applicable to Directory Assistance charges. Directory Assistance charges are not included in usage commitments or computed in any discount calculations.

5.3.2 Rates

Per Call to Directory Assistance                      \$0.95

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SECTION 5.0 SERVICES, RATES, AND CHARGES CONTINUED

5.4 Operator Service

- 5.4.1 Operator Services allow Subscribers to place specified types of subscriber-dialed and operator-assisted calls via local telephone lines or via dedicated facilities.

The appropriate surcharge will be assessed on a per class basis. For calls made using a telephone company card or a commercial credit card, acceptance of the card will be dependent upon the Carrier's ability to verify the card as valid. Only those cards accepted by the Carrier may be used for Operator Services.

5.4.2 Types of Calls and Rates

The following per-call charges apply in addition to the per-minute usage rate when applicable. These charges apply in all rate periods.

Operator Station:	
Collect	\$5.50
Billed to Third Party	\$6.50
Person to Person	\$9.95

5.4.3 Per Minute Usage Charge

Calls are billed in one-minute increments (fractional minutes are rounded to next higher minute) after a minimum call duration of one minute. The following per-minute charge applies in all rate periods.

Operator Station:	
Collect	\$0.69
Billed to Third Party	\$0.69
Person to Person	\$0.69

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DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.5 Calling Card

5.5.1 General Description

Calling Card Service is a post-paid calling card service offered to residential and business customers who subscribe to TDS Long Distance. This service permits subscribers utilizing the Carrier's calling card at a single per-minute rate 24 hours a day. No minimum monthly billing or monthly recurring charges apply.

5.5.2 Type of Calls and Rates

The following per-call charges apply in addition to the per-minute usage rate when applicable. These charges apply in all rate periods.

Calling Card Set-up	\$0.25
Manual Call Completion	\$1.25
Operator Provided Dialing Instructions	\$1.25

5.5.3 Rates Per Minute

Calls are billed in one minute increments (fractional minutes are rounded to next higher minute) after a minimum call duration of one minute.

All Types of Calls	\$0.25
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SECTION 5.0 DESCRIPTIONS OF SERVICES, RATES, AND CHARGES CONTINUED

5.6 Dedicated 1+ Service

5.6.1 General Description

Dedicated 1+ Service is an outbound service designed for large business customers, who originate direct dialed calls over dedicated T-1 facilities. The T-1 is provided directly between the Point of Presence (POP) and the end-user's premise.

Intrastate services are offered in conjunction with Interstate Services.

These plans are available only to customers who are enrolled in TDS Long Distance's Interstate Dedicated 1+ Service Plan.

5.6.2 Business Service Offering and Rates (1)

Business Select (applicable for 1 year contracts only)

Calls are billed in six-second increments, (fractional seconds are rounded to next six-second increment) after a minimum call duration of six-seconds. Monthly flat rates will not apply during "vacation service".

Monthly Recurring charge:                 \$0.00  
Per Minute Rate:                             \$0.069

Business Premier (applicable for 3 year contracts only)

Calls are billed in six-second increments, (fractional seconds are rounded to next six-second increment) after a minimum call duration of six-seconds. Monthly flat rates will not apply during "vacation service".

Monthly Recurring Charge:                 \$0.00  
Per Minute Rate:                             \$0.049

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**SECTION 5.0 DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED**

**5.7 Bundled Offerings**

**(A) Total Talk Pack**

**(1) General**

A customer who subscribes to the Total Talk Pack pays a monthly recurring charge each month for a predetermined number of interstate and/or intrastate minutes.

**(2) Conditions**

- a) Customers must have TDS Long Distance for both their IntraLATA and InterLATA carrier.
- b) Any usage above the predetermined minutes will be charged a per-minute rate.
- c) Unused minutes can not be carried over to the next month.
- d) Calls are billed in one-minute increments. Fractional minutes are rounded up to the next minute.
- e) Monthly bills must be paid in full to remain subscribed to the Total Talk Pack.
- f) When a customer switches from another carrier to TDS Long Distance's Total Talk Pack, TDS Long Distance will be responsible for all PIC charges.
- g) The Total Talk Unlimited option will be billed on a per line basis.

**(3) Rates 1**

<u>Block of Minutes Per Line</u>	<u>Rate Per Month</u>	<u>Overtime Rate Per Minute</u>
60(2)	\$4.90	\$0.10
250(2)	\$19.90	\$0.09
500(2)	\$37.90	\$0.00

(In order to receive these rates, the Customer must also subscribe to the Total Talk Local package located in the Local Exchange tariffs for TDS Telecom Companies.

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**SECTION 5.0 DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED**

5.7 **Bundled Offerings continued**

(A) Total Talk Pack continued

(3) Rates continued (1)

<u>Block of Minutes Per Line</u>	<u>Monthly Rate</u>	<u>Overtime Rate Per Minute</u>
100	\$6.90	\$0.10
200(2)	\$12.90	\$0.10
400(2)(3)	\$24.90	\$0.10
600(2)(3)(5) (Business Customers Only)	\$34.90	\$0.10
1200(2)(3) (Business Customers Only)	\$64.90	\$0.10
Unlimited(4) (Residential Customers Only)	\$34.90	N/A

- (1) In order to receive these rates, the customer must also subscribe to the Total Talk Local package located in the Local Exchange tariffs for TDS Telecom Companies.
- (2) Service includes a Calling Card
- (3) Service includes a Toll Free Number
- (4) This plan provides unlimited minutes of use for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, permanent call forwarding, three-way calling, resale, telemarketing, or other non-residential uses, TDS Long Distance may immediately suspend, restrict or cancel your service without prior notice.
- (5) This plan is not available to residential Customers since 2005.

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SECTION 5.0 DESCRIPTION OF SERVICES, RATES, AND CHARGES CONTINUED

5.8 Directory Assistance Call Completion

5.8.1 General

A customer calling Directory Assistance service, as offered in the local exchange company tariffs, may request the completion of a call to a number that was provided during the directory assistance call.

5.8.2 Terms and Conditions

- (A) Call Completion applies to residence and business customers.
- (B) Call allowances do not apply to Call Completion.
- (C) Calls are billed in one-minute increments. Fractional minutes are rounded up to the next minute.
- (D) Customers with disabilities as described in the local Directory Assistance tariffs will be exempt from the Call Completion charge for calls to numbers requested within their NPA and local calling area.

5.8.3 Rates

- (A) Call Completion per minute \$0.10

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SECTION 6.0 RESERVED FOR FUTURE USE

6.0 Reserved for Future Use

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF

7.1 Basic Local Exchange Service

(1) Application

- (A) This section applies to the Local Exchange Service in all of the exchanges of Tel-Tech Communications.
- (B) The provisions of Local Exchange Service are also subject to the Rates, Charges, Rules and Regulations in all other sections of this tariff, which as they now exist or as they may be revised, added to, or supplemented by superseding issues, are hereby a part of this Local Exchange Service section.

(2) General

- (A) The monthly rates found below are payable in advance and entitle the customer to calling within the exchange from which he receives service, and to all stations connected to that exchange without an additional charge.
- (B) Applicable taxes levied by state, county, local or other taxing authorities are in addition to the rates set forth in this tariff.

(3) Exchange Listing

Originating  
Exchange Names  
Bledsoe

Local Calling Areas  
Benham-Lynch, Cumberland,  
Evarts, Harlan, Wallins Creek

Buckhorn  
Canoe  
Dwarf  
Hyden  
Stinnett  
Wooton

Hazard & Jackson  
Jackson & Buckhorn  
Hazard & Buckhorn  
Stinnett & Wooton  
Hyden & Wooton  
Hyden & Stinnett

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF CONTINUED

7.2 Basic Monthly Rates

For the Calling Areas of:

	Bledsoe Exchange Buckhorn Exchange Canoe Exchange	Hyden Exchange Stinnett Exchange Wooton Exchange
Residential 1 Party		\$31.55
Business 1 Party		\$36.40

For the Calling Area of:

	Dwarf Exchange
Residential 1 Party	\$32.25
Business 1 Party	\$37.35

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF CONTINUED

7.2 Basic Monthly Rates continued

Zone Charges: \$1.75

Zone Charges apply to all Exchanges except Dwarf Exchange.

Dwarf Zone Charges: \$00.00

Pursuant to KPSC Administrative Case No. 333, a monthly surcharge shall be imposed on all local exchange access lines. For purposes of application of this surcharge, access lines are defined as facilities which provide access to and from the telecommunications network for toll services and for local calling with the exception of Public Coin, WATS, Remote Call Forwarding, Radio Common Carriers and Official Telephone Company Accounts. The Commission has determined the amount of the surcharge will be \$0.07 per access line, per month. However, this amount is subject to change by the Commission to meet the needs of providing Telecommunications Relay Services for the hearing and/or speech impaired persons in Kentucky. Pursuant to KPSC Administrative Case No. 352, a monthly surcharge for the Telecommunications Access Program (TAP) shall be imposed as above at the rate of \$0.02. Both these surcharges shall be combined into one rate and appear as a separate line item on the customer's bill and shall read, "TRS/TAP SURCHARGE".

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF CONTINUED

7.3 Network Descriptions

(A) (General)

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

(B) (Definitions)

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For the purposes of this tariff, the customer is the Paystation Service Provider.

Network Interface Device - A company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the Customer and the Company.

Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator- handled calls, placed over the Company's network, from no service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available.

(C) (Rules and Regulations)

- (1) Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
- (2) Only one paystation instrument may be connected to each Paystation Access Line. Off-Premise Extensions are not permitted.

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF CONTINUED

7.3 Network Descriptions continued

(C) Rules and Regulations continued

- (3) The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.
- (4) Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
- (5) Directory listings may be provided under the regulations that govern the furnishing of listings for business customers.
- (6) Coin-Free operator and emergency 911 access must be available from all paystations.
- (7) One directory will be distributed to the customer without charge for each paystation.
- (8) The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
- (9) The customer shall be responsible for the payment of charges for all local and toll messages originated from or accepted at this type of service, including any Directory Assistance Calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's paystation instrument.
- (10) The Company reserves the right to disconnect service when the customer does not comply with the F.C.C and state rules and regulations related to paystation service and equipment.
- (11) The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all paystation access lines.

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SECTION 7.0 LOCAL EXCHANGE SERVICE TARIFF CONTINUED

7.4 Rates and Charges

	<u>Monthly Rate</u>
(1) Paystation Access Line 1	Business One-Party local rate and Zone Charges shall apply
(2) Coin Supervision	\$2.21
	<u>Coin Rate 2</u>
(3) Each Outgoing Local Message	\$0.25

1 Installation, move and change charges will be those applicable to business service.

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SECTION 8.0 LOCAL EXCHANGE CENTREX

8.0 Centrex

8.1 General

- (A) Centrex Service is a premium service offered only where appropriate central office and outside network facilities exist. The company reserves the right to refuse a request for Centrex Service based on availability of Central Office or Outside Plant Facilities.
- (B) Centrex is provided in association with individual line business and residence exchange services. Centrex is not provided in association with public or semi - public pay telephone service.
- (C) All lines will include the below itemized services and features as part of the monthly rates.
  - (1) TouchTone
  - (2) Call Forward - Variable
  - (3) Call Hold
  - (4) Call Transfer (Internal) with Three-Way Calling
  - (5) Directed Call Pick-up
  - (6) Speed Dialing - Eight Numbers

No discount is given on a line if any of the above are removed from any or all lines.

- (D) All lines in a Centrex group must have the same billing arrangement, i.e., either flat rate or measured services (where offered).
- (E) Suspension of Centrex lines is not allowed. Vacation and Seasonal rates do not apply to Centrex Service.
- (F) Intragroup communications, within the local calling area, are not subject to local measured service.

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SECTION 8.0 LOCAL EXCHANGE CENTREX CONTINUED

8.0 Centrex continued

8.1 General continued

- (G) Intragroup communication over interexchange routes which are not part of local calling areas, are charged message toll service rates, or other tarified interexchange service rates, such as for Private Line or Message Toll.
- (H) Centrex service is designed for voice transmission. Data Transmission is not guaranteed over Centrex lines without special arrangements.
- (I) One directory listing is furnished for each Centrex line as part of the service. Additional Directory listings may be furnished as specified in other sections of this tariff.

8.1.2 Rates and Charges

- (A) Cumulative line count determines the applicable Centrex rates for all Centrex lines in the following tables.

Number of <u>Lines</u>	<u>All Exchanges Except Dwarf</u>			ICB <u>Rate</u> *****
	12 Month <u>Rate</u>	24 Month <u>Rate</u>	36 Month <u>Rate</u>	
2-5	\$14.16	\$13.41	\$12.67	
6-10	13.41	12.67	11.92	
11-20	12.67	11.18	10.43	
21 -50	11.92	10.43	8.94	
51-100	11.18	9.69	8.20	
ICB				

Number of <u>Lines</u>	<u>Dwarf Exchange Only</u>			ICB <u>Rate</u> *****
	12 Month <u>Rate</u>	24 Month <u>Rate</u>	36 Month <u>Rate</u>	
2-5	\$15.06	\$14.27	\$13.47	
6-10	14.27	13.47	12.68	
11-20	13.47	11.89	11.10	
21-50	12.68	11.10	9.51	
51-100	11.89	10.30	8.72	
ICB				

\*\*\*\* Special Individual Customer Based Rates may apply for centrex systems larger than listed above or for time periods greater than listed above, subject to the appropriate regulatory approval.

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SECTION 8.0 LOCAL EXCHANGE CENTREX CONTINUED

8.0 Centrex continued

8.1.2 Rates and Charges continued

(B) Additional Features

- (1) Multiline hunt capability, linear or circular, \$6.00 month per line equipped.
- (2) The following features are a sample listing of what may be available depending upon the company's hardware and the software which serves the customer.

Toll Call Restrictions, Warm Line, Do Not Disturb, Call Waiting, Automatic Recall, Automatic Callback, 10XXX Forced Dialing, Wake Up, Speed Call 30, Call Waiting - Incoming only, Call Forwarding Busy Line - Incoming only, Attendant Console Service, Expensive Route Warning Tone, Automatic Route Selection.

Monthly Rate:            \$0.50 Per Line  
   Per Feature

(C) Connection Charges:

- (1) A Service Establishment Charge which includes the associated Central Office Charge.

\$10.00 Per Centrex Line Per Occurrence.

- (2) Additional service connection charges as detailed in this tariff may apply to the connection, change, or relocation of one or more lines at the same time and on the same service of the customer following initial installation.

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SECTION 8.0 LOCAL EXCHANGE CENTREX CONTINUED

8.0 Centrex continued

8.1.2 Rates and Charges continued

(C) Connection Charges continued

- (3) No service connection charges will apply to any changes requested to feature(s) for a period of thirty days immediately following the initial installation of feature package installation. Following the thirty day period, charges as described above and in sections of this tariff may apply for any changes or additional service requests.

8.1.3 Termination Liability and Minimum Service Period

- (A) The minimum service period for a Centrex Group shall be 12 months. If service is terminated in whole or in part, except as otherwise provided herein, prior to the agreed to minimum service period, the customer shall be required to pay a termination charge for the unexpired portion of the service period, determined as follows:

The monthly charge for the original Centrex lines and features terminated multiplied by the number of months remaining in the minimum service period.

If a longer period of time was contracted for, such as a 24 or 36 month contract, the same methodology would apply. The customer would only be liable for the "original" number of lines and features ordered at the time period and rates specified, not for any additional that may have been contracted for.

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SECTION 8.0 LOCAL EXCHANGE CENTREX CONTINUED

8.0 Centrex continued

8.1.3 Termination Liability and Minimum Service Period continued

- (B) A customer who reduces Centrex station lines under contract has the following options for the duration of the contract:
- (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines disconnected that are under contract or,
  - (2) Pay terminating charges as covered in tariff proceeding on the number of Centrex lines disconnected.

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SECTION 9.0 LOW INCOME ASSISTANCE PROGRAMS

9.0 Low Income Assistance Programs

Low-Income Assistance Programs consist of two programs, Lifeline Assistance and Lifeline Connection Assistance. These Programs were developed to reduce rates for low income customers. The Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas. The structure of each program is outlined in the following paragraphs.

9.1 Lifeline Assistance

(A) General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

(B) Regulations

Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:

- (1) Customers must participate in one of the following programs: Participation in Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the Dept. of Urban Development), Low Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families, or National School Lunch's free lunch program.
- (2) To receive benefits, customers must sign a document certifying under penalty of perjury that they are receiving benefits from one of the programs listed in Paragraph (1) above. The document will identify the program or programs from which the customer receives benefits and specify that the customer will notify the Company if he/she ceases to participate in such program or programs.

As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction Service at no charge. This service will only be provided at the customer's request.

Local service deposit requirements will be waived for customers who voluntarily receive Toll Restriction Service.

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SECTION 9.0 LOW INCOME ASSISTANCE PROGRAMS CONTINUED

9.0 Low Income Assistance Programs continued

9.1 Lifeline Assistance continued

(B) Regulations continued

Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.

Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

9.2 Credits

The following credits\* will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit*</u>
1) Federal Subscriber Line Charge Credit	(1)
2) Initial Federal Credit to Residential Access Line	\$1.75
3) State Credit to Residential Access Line	\$3.50
4) Additional Federal Credit to Residential Access Line	\$1.75

\* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

(1) Authorized FCC rate.

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SECTION 9.0 LOW INCOME ASSISTANCE PROGRAMS CONTINUED

9.0 Low Income Assistance Programs continued

9.3 Lifeline Connection Assistance (Link-Up)

(A) General

Link-Up reduces an eligible customer's service connection charges. All eligible customers receive a credit for half of the service connection charges up to \$30.00.

(B) Regulations

- (1) The same eligibility requirements as outlined above will apply for Link-Up.
- (2) This credit is only available on the installation of a single residential access line to the principal residence of the eligible customer.
- (3) This credit will only apply a second or subsequent time for a principal place of residence with a different address from the previous address at which Link-Up was provided.
- (4) A deferred schedule for payment of the remaining service connection charges will be offered to Link-Up customers. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to a year.

(C) Credit

- (1) Half of Service Connection Charges or \$30.00, whichever is less.

9.4 Kentucky Lifeline Support

The Lifeline Assistance program shall be funded through the Kentucky Lifeline Support surcharge.

(A) Kentucky Lifeline Support per month per access line	Monthly Rate \$0.08
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SECTION 10.0 BILLING FORMAT

10.0- Billing Format (1) Below is a sample billing format for Tel-Tech Communications.



TEL-TECH COMMUNICATIONS  
(The Way To Go, No Matter Who You Owe)



Name On Account  
Here \_\_\_\_\_

Billing Date 10-02-07  
Account Number (606) 672-7353  
Control Date 10-02-06  
Billing Page # 1 OF 4  
Account Due Date 11/02/07

Account Previous Balance	Account Payments Received	Adjustments On Account	Account Balance	Current Charges	Total Payment Amount Due
\$46.90	\$46.90	\$00.00	\$00.00	\$32.30	\$32.30

(THANK-YOU FOR PAID PAYMENTS)

SUMMARY OF CURRENT CHARGES

LOCAL SERVICE CHARGES.....\$30.00  
LONG DISTANCE CHARGES.....\$02.30  
TOTAL CURRENT CHARGES.....\$32.30

"PLEASE PAY TOTAL AMOUNT DUE BY: 11/02/07 - THANK YOU".

----- Detach Here and Return Bottom Portion With Your Payment(Please Do Not Send Cash). -----



Tel-Tech Communications  
P.O. Box 242  
Stinnett Ky, 40868-0242

Billing Date \_\_\_/\_\_\_/\_\_\_  
Account Number \_\_\_-\_\_\_-\_\_\_  
Control Date \_\_\_/\_\_\_/\_\_\_

Questions or Concerns Call (606) 672-7353

Adjustments \$00.00  
Current Charges \$32.30  
Total Amount Due By 11/02/07 \$32.30

Make Check or Money Order Payable To:

Tel-Tech Communications  
P.O. Box 242  
Stinnett Ky, 40868-0242

Customer Account Information:  
Name on Account Here  
Mail To: Information Here  
City, State, and Zipcode Here

TOTAL AMOUNT ENCLOSED \$

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TARIFF BRANCH  
**RECEIVED**  
10/10/2007  
PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

SECTION 10.0 BILLING FORMAT CONTINUED

10.0- Billing Format continued (1) Sample billing format for Tel-Tech Communications, cont.

<u>QTY Description</u>	<u>From</u>	<u>To</u>	<u>Basic/Non-Basic</u>
#1 Residence 1-Party -Zone A	___/___	___/___	\$0.00
#1 Custom Call-Call Conference	___/___	___/___	\$0.00
#1 Custom Call-Call Reminder	___/___	___/___	\$0.00
#1 Custom Call-3 Feature Discount	___/___	___/___	\$0.00
#1 ACS-Caller ID-Deluxe Call Rejection	___/___	___/___	\$0.00
#1 ACS-Caller ID-Deluxe on Call Waiting	___/___	___/___	\$0.00
#1 TRS/TDD Surcharge	___/___	___/___	\$0.00
#1 Number Portability	___/___	___/___	\$0.00
#1 Federal Subscriber Line Charge	___/___	___/___	\$0.00
#1 Kentucky Lifeline Surcharge	___/___	___/___	\$0.00
#1 911 Emergency Service-Surcharge Res.	___/___	___/___	\$0.00

These QTY Descriptions and Taxes are example only, Charges are subject to Customers services that are chose.

Taxes Descriptions

Federal Excise Tax	\$0.00
Federal Universal Service Charge	\$0.00
Kentucky State Sales Tax	\$0.00
Rate INC. - School Tax 3%	\$0.00

Customer is responsible for total amount due on bill. Non-payment of any flagged charges may result in disconnection of your local service.

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SECTION 10.0 BILLING FORMAT CONTINUED

10.0- Billing Format continued (1) Sample billing format for Tel-Tech Communications, cont.

SUMMARY OF LONG DISTANCE CHARGES continued  
Your Primary Long Distance Provider is: Name \_\_\_\_\_ continued

Total Summary of Long Distance Charges Below continued:

Item	Date	Place Called	Number Called	Time	Min.	Rate	Class	Type	Amount
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00
#	___/___/___	City State	State-000-000-0000	___:___ a.m/p.m.	___	___	a.m.-p.m.	DIAL DDD	\$0.00

Taxes

#	Federal Excise Tax	\$0.00
#	Kentucky State Sales Tax	\$0.00
#	Rate INC. - School Tax 3%	\$0.00

Total Charges for Long Distance \$0.00

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SECTION 11.0 GENERAL SUBSCRIBER SERVICES

11.1 Total Talk Pack

General

(1) Total Talk Pack is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Total Talk Pack subscriber line provided. Total Talk Pack includes the following services:<sup>1</sup>

- (A) Residential and Business One-Party Line (includes Touch Tone capability)
- (B) Three-Way Calling & Call Waiting (Custom Calling Services)
- (C) Caller ID Deluxe, Anonymous Call Rejection & Priority Ringing (Advanced Calling Services)
- (D) Inside Wire Protection Plan (deregulated service)

Conditions and Limitations

- (1) Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
- (2) Total Talk Pack customers may terminate their enrollment in the Plan at any time upon notice to the company.
- (3) Unless terminated by the Total Talk Pack customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
- (4) Service Charges, as described elsewhere in this tariff, apply to requests for new and additional Total Talk Pack lines, and moves of existing lines. Service Charges will not apply when the Total Talk Pack replaces existing Local Exchange Services or if the customer requests a change from the Total Talk Pack back to Local Exchange Service.
- (5) Total Talk Pack customers are not eligible for discounts or promotional offerings (outside of this bundle) associated with the Custom Calling and Advanced calling Services included in the Plan, unless specifically provided for in a promotional offering.

<sup>1</sup> Customers must also subscribe to True Talk's Total Talk Pack.

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SECTION 11.0 GENERAL SUBSCRIBER SERVICES CONTINUED

11.1 Total Talk Pack continued

Conditions and Limitations continued

- (6) The Plan may not be combined with any other optional toll calling plan service, except for those specified in this offering.
- (7) Customers enrolled in the Plan, who fail to pay the entire rate per month, will have all existing Total Talk Pack services converted to the applicable tariff rates. Service Charges will not apply for the converting services back to tariff rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.

Rates

	<u>Rate Per Month</u>
(1) Residence	
Local Bundle, per line	\$45.05
(2) Business	
Local Bundle, per line	\$50.05

1Customers must also subscribe to True Talk's Total Talk Pack to be eligible for this rate.

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