

TITLE SHEET  
KENTUCKY TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by *Voice, Video & Data Services*, with principal offices at 111 South Mulberry Street, Suite 201, Elizabethtown, KY 42701. This tariff applies for services furnished within the Commonwealth of Kentucky. This tariff is on file with the *Kentucky Public Service Commission*, and copies may be inspected, during normal business hours, at the company's principal place of business.

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ISSUED BY:

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CHECK SHEET

The Sheets of this original tariff are effective as of the date shown at the bottom of the respective Sheets. Original and revised sheets as named on the following chart reflect the status of all revisions to the original tariff and are currently in effect as of the dates that appear below. Revision numbers and dates are reflected on the revised Sheets themselves.

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## TARIFF FORMAT

- A. *Sheet Numbering.* Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between Pages 11 and 12 would be 11.1.
- B. *Sheet Revision Numbers.* Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 13 cancels 3<sup>rd</sup> Revised Sheet 13. Consult the *Check Sheet* for the sheets currently in effect.
- C. *Paragraph Numbering Sequence.* There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level.

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

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

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SYMBOLS

The following are the only symbols used and are used for the purposes indicated below.

Symbol	Purpose
(C)	To signify change in regulation
(D)	To signify a deletion
(I)	To signify a rate increase
(L)	To signify material relocated in the tariff
(N)	To signify a new rate or regulation
(R)	To signify a rate reduction
(T)	To signify a change in text only (no change in rate or regulation)

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APPLICATION OF TARIFF

This tariff contains the regulation and rates applicable to the provision of local exchange telecommunications service by *Voice, Video & Data Services* within the State of Kentucky.

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SECTION 1  
DEFINITIONS

- Access Line: the means by which the Customer's location is connected to the Company's switching center or point of presence (POP).
- Authorized User: a person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.
- Carrier or Company: refers, in this tariff, to *Voice, Video & Data Services, Inc.*, unless otherwise specified or clearly indicated by the contract.
- 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.
- ILEC: the Incumbent Local Exchange Carrier.
- LEC: the Local Exchange Company.
- Person-to-Person Calling: An Operator-Assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room, number, department, or office to be reached, through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, or a designated third-party station.
- Public Service Commission (PSC): The Kentucky Public Service Commission.

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SECTION 2  
RULES AND REGULATIONS2.1 *Undertaking of the Company*

The Company's services offered pursuant to this tariff are furnished for Local Exchange Service amount specified points within a Local Calling Area. The Company may offer these services over its own or resold facilities.

The Company installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Public Service Commission's rules and orders, when authorized by the Customer, to allow connection of a customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement as listed in *Section 4* herein as well as any pass-through charges billed by other entities.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated and are available 24 hours per day, seven days per week.

2.2 *Limitations*

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment and are subject to the provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, when the Customer is using service in violation of provisions of this tariff or in violation of the law.
- 2.2.3 The Company does not undertake to transmit messages but offers the use of its facilities when available, and the Company will not be liable for errors in transmission or for failure to establish connection.
- 2.2.4 The Company directly controls all facilities provided under this tariff, and the Customer may not transfer or assign the use of services or facilities without the express written consent of the Company. Such transfer of assignment shall only apply where there is no interruption of the use or change in location of the service or facilities.
- 2.2.5 Prior written permission from the Company is required before any assignment transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as do all conditions of service.

2.3 *Use of Service*

Services provided under this tariff may be used for any lawful purposes for which the service is technically suited.

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**2.4 Liability of the Company**

- 2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service of 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.
- 2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or an act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer, any claim or loss, expense, or damage (including indirect, special, or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other content revealed to, transmitted, or used by the Company under this tariff, or for any act or omission of the Customer, or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or writing provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- 2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service that is not the direct result of the Company's negligence.

**2.5 Deposits**

Deposits may be required from a Customer whose credit history is unacceptable or unavailable. Deposits are collected in accordance with the rules of the *Public Service Commission*.

**2.6 Advance Payments**

- 2.6.1 *Recurring Charges.* The Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service from a Customer from whom the Company feels such an advance payment is necessary. This payment will be applied against the next month's charges, and a new advance payment may be collected for the following month.
- 2.6.2 *Non-Recurring Charges.* The Company reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

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**2.7 Taxes**

All state and local taxes (including but not limited to franchise fees, excise tax, sales, tax, and municipal utilities tax) are listed as separate line items and are not included in quoted rates.

**2.8 Equipment**

- 2.8.1 The Company's facilities and service may be used with or terminated on customer-provided terminal equipment or customer-provided communications systems, such as a PBX, key system, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs on his/her premises, including personnel, writing, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.
- 2.8.2 The Company shall use reasonable effort to maintain facilities and equipment that it furnishes to the Customer.
- 2.8.3 Company-provided or Company-installed equipment at Customer's premises for use in connection with services Company offers shall not be used for any purpose other than that for which the Company provides it.
- 2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.8.5 The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission, or the reception of signals by Customer-provided equipment.
- 2.8.6 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in the section for installation, operation, and maintenance of Customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.
- 2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being sold.

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2.9 *Payment for Service*

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an authorized user of the Customer. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive payments. Terms of payments shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as *the Kentucky Public Service Commission*.

The Company billing invoices will be considered correct and binding upon the Customer if no written notice is received by the Company from the Customer within 60 days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate. For Customer complaints, all calls should be directed to the Company at (800) 215-0203; written complaints should be mailed to *Voice, Video & Data Services, Inc., 111 S. Mulberry St., Suite 201, Elizabethtown, KY 42701*.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If the Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to *the Kentucky Public Service Commission* for final resolution.

2.10 *Cancellation by the Customer*

The Customer may cancel service by providing at least five (5) days' written or verbal notice to the Company. Upon such termination the Customer shall be responsible for the payment of all charges due.

2.11 *Interconnection*

Service furnished by the Company may be connected with the services of facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment of facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the 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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**2.12 Refusal or Discontinuance by Company**

The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer is given seven (7) days' written notice to comply with any rule or remedy any deficiency.

- 2.12.1 For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- 2.12.2 For use of telephone service for any property or purpose than that described in the application.
- 2.12.3 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- 2.12.4 For non-compliance with or violation of Public Service Commission regulations or the Company's rules and regulations on file with the *Public Service Commission*, provided seven (7) days' written notice is given before termination.
- 2.12.5 For non-payment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without five (5) days' written notice to the Customer, except in extreme cases. However, residential basic local service shall not be disconnected for non-payment for at least 60 days from the date of the bill and the Company has given the Customer a written notice of the proposed disconnection at least five (5) days before the date of disconnection.
- 2.12.6 Without notice in the event of Customer or authorized user use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- 2.12.7 Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- 2.12.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.12.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

**2.13 Inspection, Testing, and Adjustment**

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

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**2.14 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service, and to promote the sale of its services. The Company may also waive a portion of all processing fees or installation fees by winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the *Public Service Commission* regarding specific promotions and contests.

**2.15 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment, or communications systems provided by the Customer, are subject to the general liability provisions set forth in *Section 2.4* herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by the Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of suing the long distance network via local exchange company access.

**2.16 Cost of Collection and Repair**

The Customer is responsible for any and all costs incurred in the collection of moneys due the carrier, including legal and accounting expenses. The Customer is also responsible for recovery costs of carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

**2.17 Returned Check Charge**

A fee may be charged for each check returned for insufficient funds.

**2.18 Reconnection Charge**

A reconnection fee per occurrence may be charged when service is re-established for customers who have been disconnected for non-payment and is payable at the time that the restoration of suspended service and facilities is arranged. If a visit to the Customer's premises is required, an additional fee may be charged.

**2.19 Late Payment Charge**

A late payment charge may be charged per month on the unpaid balance for services rendered. This balance will be calculated on services only and will not include any penalties from any previous months.

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2.20 *Operator Service Rules*

The Company will enforce the Operator Service rules specified by the *Public Service Commission* and the *Federal Communications Commission (FCC)*.

2.21 *Access to Telephone Relay Services*

Where required by the *Public Service Commission*, the Company will participate in telephone relay services for handicapped and/or hearing-impaired end users and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications customers as may be required by state law. The KRS/TAP Surcharge is \$0.09 per line per month and the Kentucky Lifeline Support Surcharge is \$0.08 per line per month.

2.22 *Access to Carrier of Choice*

End users of the Company's local service shall have the right to select the interexchange telecommunications carrier (IXC) of their choice. The IXC should request confirmations or verifications of choice from its customers no later than the date of submission of its first bill to the Customer. IXCs should maintained signed letters of agency or confirmation of choices on file to use in dispute resolution.

2.23 *Special Construction*

Subject to the agreement of the Company and to all the regulations contained in this tariff, special constructions of facilities may be undertaken on a reasonable-effort basis at the request of the Customer. Special construction is construction undertaken:

- where facilities are not presently available and there is no other requirement for the facilities so constructed;
- of a type other than that which the Company would "normally" utilize in the furnishing of its services;
- over a route other than that which the Company would normally utilize in the furnishing of its services;
- in a quantity greater than that which the Company would normally construct;
- on an expedited basis;
- on a temporary basis until permanent facilities are available;
- involving abnormal costs; or
- in advance of its normal construction.

2.24 *Universal Emergency Telephone Number Service (911, E911)*

2.24.1 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service nor does the Company undertake such responsibility.

2.24.2 911 information consisting of the names, addresses, and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call-by-call basis, only for the purpose of responding to an emergency call in progress.

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- 2.24.3 The calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associating with the originating station are furnished to the Public Safety Answering Point.
- 2.24.4 After the establishment of service, it is the responsibility of the Public Safety Agency's to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing or abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.
- 2.24.5 The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 service. Under the terms of this tariff, the Public Safety Agency must agree (except where the events, incidents, or eventualities set forth in this section are the result of the Company's gross negligence or willful misconduct) to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others. Under the terms of this tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

2.25 *Special Promotions*

The Company may from time to time engage in special promotional trial service offerings of limited duration designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission.

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SECTION 3  
DESCRIPTION OF SERVICE3.1 *Local Service Area*

The Company will provide Local Exchange Service within the State of Kentucky. The Company concurs in the local calling areas defined in the local exchange tariff of the incumbent local exchange company for the geographic area being served.

3.2 *Timing of Calls*

Usage charges for usage-sensitive products are based on the actual usage of the Company's network. The Company will determine that a call has been established by signal from the user telephone company.

3.2.1 Minimum billed call duration and billing increments differ from product to product. Product-specific information is included in Section 4.

3.2.2 Usage is measured and rounded to the next higher billing increment for billing purposes.

3.2.3 There is no usage-based billing applied for incomplete calls.

3.3 *Local Exchange Line Service*

3.3.1 Business Exchange Line Service. Business Exchange Line Service provides a facility from a Customer's business location to the Company's Central Office.

3.3.2 Residential Exchange Line Service. Residential Exchange Line Service provides a facility from a Customer's residence to the Company's Central Office.

3.3.3 Optional Features. Optional features are available with business or residential service. These options are telephone service arrangements that may be provided only from Central Offices equipped to provide one or more of the following custom calling features.

- *Anonymous Call Rejection.* An arrangement that allows a called party to block calls from parties that have marked their calls "Private." Customers may activate or deactivate this arrangement by dialing a pre-assigned activation code.
- *Automatic Busy Redial.* An arrangement that permits the Customer to redial automatically the last number dialed. If the called line is busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle.
- *Automatic Call Return.* Enables a Customer to automatically return the last incoming call. To return the call, the Customer dials a pre-assigned digit and the number is dialed automatically. If the called line is busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle.
- *Call Forwarding.* Permits the Customer to transfer all incoming calls to another telephone number. The Customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be

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transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the Central Office from which the calls are to be transferred.

*Call Forwarding* shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is answered. Customers using *Call Forwarding* service are responsible for the payment of charges for each toll call between his access line and the distance access line to which the call was transferred.

- *Call Waiting.* By means of a tone signal, a Customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This service permits putting the first call on “hold” so that the second call can be answered.
- *Call Number Delivery.* This feature delivers calling party information, by *Caller Number Identification (Caller ID)*, to parties being called. *Call Number Delivery* will indicate the directory number of the calling party or may indicate that the number of the calling party is private or unavailable.
- *Call Number Delivery on Call Waiting.* This feature delivers calling party information, by *Caller Number Identification (Caller ID)*, to parties being called by a second caller trying to reach that telephone number when a Customer is using his telephone and is alerted by the *Call Waiting* feature. This function will indicate the directory number of the second calling party or may indicate that the number of the second calling party is private or unavailable.
- *Calling Name and Number Delivery.* This feature delivers calling party information to parties being called. Calling name delivery will indicate the name and number of the calling party or may indicate that the name of the calling party is private or unavailable.
- *Calling Number Delivery Block.* Allows Customer to make all calls with the delivery of the *Caller ID* marked as “Private” to all outgoing calls placed over the specified line.
- *Speed Calling.* Enables Customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The Customer may choose between offered code capacities.
- *Three-Way Calling.* Enables Customer to add a third party to an existing call without Operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards.
- *Toll Restriction.* Restricts associated line from reaching dialing codes required to access long distance carrier networks to place long distance calls.
- *Unpublished Number.* Enables Customer to have a telephone number that is not listed in the local telephone directory (i.e., an *unlisted telephone number*).

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### 3.3.4 *Directory Assistance*

#### A. *General*

The Company furnishes access to a Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers. Directory Assistance charges will apply to call to Directory Assistance for directory listing information of subscribers in the Customer's local calling area.

#### B. *Application of Charges*

There will be a charge for all customers to Directory Assistance except as follows.

- The single-line main telephone exchange line of a disabled user, who is registered with the Company as disabled, will be exempt from Directory Assistance charges.
- Hotel/motel guests and hospital patients will be exempt from Directory Assistance charges.

### 3.3.5 *Busy Line Verification and Interrupt Service*

- A. Upon request of a calling party, the Company will verify a busy condition (*Busy Line Verification*) on a called line for a charge as set forth in *Section 4*. The Operator will determine whether the line is clear or in use and will report its status to the calling party.
- B. *Busy Line Verification and Interrupt Service* is furnished where and to the extent that facilities permit. The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests the interruption. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person. A fee will be charged for this service.

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SECTION 4  
RATES AND CHARGES

4.1 Local Exchange Service

4.1.1	<i>Business Exchange Lines</i>	<i>Non-recurring charge</i>	<i>Monthly rate</i>
	First access line	\$75.00	\$28.88
	Each additional line	\$45.00	\$28.88
4.1.2	<i>Residential Exchange Lines</i>		
	First access line	\$75.00	\$15.40
	Each additional line	\$35.00	\$15.40
4.1.3	<i>Optional Features</i>		
	A. <i>Monthly rate per access</i>	<i>Business</i>	<i>Residence</i>
	Anonymous Call Rejection	N/A	N/A
	Automatic Busy Redial	N/A	N/A
	Automatic Call Return	N/A	N/A
	Call Forwarding	\$5.00	\$2.00
	Call Waiting	\$5.00	\$4.50
	Call Number Delivery	\$7.00	\$5.00
	Call Number Delivery on Call Waiting	\$7.00	\$5.00
	Calling Number & Name Delivery	N/A	N/A
	Calling Number Delivery Block	N/A	N/A
	Speed Calling (8-Code)	N/A	N/A
	Speed Calling (30-Code)	N/A	N/A
	Three-Way Calling	N/A	N/A
	Toll Restriction	N/A	N/A
	B. <i>Per-Call Features (charge per use)</i>		
	Automatic Busy Redial	N/A	N/A
	Automatic Call Return	N/A	N/A
	C. <i>Installation Charges</i>		
	Per optional feature	\$15.00	\$15.00
4.1.4	<i>Directory Listings</i>	<i>Monthly Rate</i>	
	First listing	\$1.50	
	Residence	\$1.00	
4.1.5	<i>Operator-Assisted Service</i>	<i>Rate per Call</i>	
	Calling Card	\$0.95	
	Station-to-station	\$2.00	
	Person-to-person	\$4.90	
	Operator-dialed surcharge	\$1.00	
4.1.6	<i>Directory Assistance</i>	<i>Rate per Call</i>	
	Each call	\$0.85	
4.1.7	<i>Busy Line Verification &amp; Interruption</i>	<i>Each Request</i>	
	Busy Line Verification	\$5.00	
	*Busy Line Interruption	\$5.00	
	<i>*a Busy Line Verification charge also applies for each Busy Line Interruption</i>		

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4.2 *Prepaid Local Exchange Service*

4.2.1	<i>Business Exchange Lines</i>	<i>Non-recurring charge</i>	<i>Monthly rate</i>
	First access line	\$75.00	\$28.88
	Each additional line	\$45.00	\$28.88
4.2.2	<i>Residential Exchange Lines</i>		
	First access line	\$75.00	\$15.40
	Each additional line	\$35.00	\$15.40
4.2.3	<i>Optional Features</i>		
	A. <i>Monthly rate per access</i>	<i>Business</i>	<i>Residence</i>
	Anonymous Call Rejection	N/A	N/A
	Automatic Busy Redial	N/A	N/A
	Automatic Call Return	N/A	N/A
	Call Forwarding	\$5.00	\$2.00
	Call Waiting	\$5.00	\$4.50
	Call Number Delivery	\$7.00	\$5.00
	Call Number Delivery on Call Waiting	\$7.00	\$5.00
	Calling Number & Name Delivery	N/A	N/A
	Calling Number Delivery Block	N/A	N/A
	Speed Calling (8-Code)	N/A	N/A
	Speed Calling (30-Code)	N/A	N/A
	Three-Way Calling	N/A	N/A
	Toll Restriction	N/A	N/A
	B. <i>Per-Call Features (charge per use)</i>		
	Automatic Busy Redial	N/A	N/A
	Automatic Call Return	N/A	N/A
	C. <i>Installation Charges</i>		
	Per optional feature	\$15.00	\$15.00
4.2.4	<i>Directory Listings</i>	<i>Monthly Rate</i>	
	First listing	\$1.50	
	Residence	\$1.00	
4.2.5	<i>Operator-Assisted Service</i>	<i>Rate per Call</i>	
	Calling Card	\$0.95	
	Station-to-station	\$2.00	
	Person-to-person	\$4.90	
	Operator-dialed surcharge	\$1.00	
4.2.6	<i>Directory Assistance</i>	<i>Rate per Call</i>	
	Each call	\$0.85	
4.2.7	<i>Busy Line Verification &amp; Interruption</i>	<i>Each Request</i>	
	Busy Line Verification	\$5.00	
	*Busy Line Interruption	\$5.00	
	<i>*a Busy Line Verification charge also applies for each Busy Line Interruption</i>		

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4.3 *Administrative Charges*

	Per-occurrence rate
Check return (for insufficient funds)	\$25.00
Late payment (% of unpaid balance)	1.5%

4.4 *Service Fees & Charges*

	Per line/per month
Kentucky Lifeline Support Charge	\$0.08
Kentucky TRS/TAP Surcharge	\$0.09

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SECTION 5  
SPECIAL SERVICE ARRANGEMENTS

5.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. The Company rates will be offered to the Customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Public Service Commission for approval.

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SECTION 6  
BILLING CONTENTS

6.1 Billing Contents

The Company's customer bills contain the following information:

- Name and address of Company
  - Address for correspondence
  - Address for payment remittance
- Customer service/billing inquiry toll-free telephone number
- Name and address of Customer
- Bill date
- All account numbers
- Invoice number
- Summary of charges (includes any local service charges, enhanced feature charges, federal and state taxes, and other taxes and charges required by law)
- Payment due date and notice of any of any charges to be levied for late payment

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