Effective December 1, 2014, this Local Terms of Service contains the terms, conditions and rates for services formerly found in the CenturyTel of South Arkansas, Inc. d/b/a CenturyLink General Exchange Tariff.

CenturyTel of South Arkansas, Inc. d/b/a CenturyLink is referred to with this Local Terms of Service as “CenturyLink” or “Company”.
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TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by CenturyLink with express permission. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

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CORE CONNECT®
SIMPLE CHOICE®

1.1 RULES EXEMPTIONS

A. The Commission has granted a temporary, partial exemption from Telecommunications Provider Rules ("TPR") 14.01, 14.02 and 14.04 regarding the Rural Saver Optional Calling Plan ("RSOCP") as follows:

B. The monthly minutes of calling available under the RSOCP shall be increased from 120 to 240 minutes of calling.

* Exemption granted in Order No. 1, Docket No. 03-082-U.
** The exemption granted in Docket No. 03-082-U referenced Rules 13.01, 13.02 and 13.04 of the Telecommunications Providers Rules. The Telecommunication Provider Rules were revised by Commission Order No. 4, Docket 04-069-R on November 22, 2004, changing the reference to Rules 14.02, 14.02, and 14.04.
GENERAL TERMS AND CONDITIONS

2.1 APPLICATION OF RULES AND REGULATIONS

A. The rules and regulations contained herein apply to intrastate service and facilities furnished within the State of Arkansas by Century Telephone of South Arkansas, Inc., hereinafter referred to as the "Company", subject to the jurisdiction of the Arkansas Public Service Commission (the "Commission").

B. When services and facilities are provided in part by the Company and in part by other companies, the rules and regulations of the Company apply to that portion of the service or facilities furnished by it.

C. In the event of a conflict between any rate, rule, regulation or provision contained in this document and any rate, rule, regulation or provision contained in the tariffs of another company or companies in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.

2.2 UNDERTAKING OF THE COMPANY

A. The Company does not undertake to transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these tariffs.

B. The Company's obligation to furnish, or continue to furnish telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

2.3 APPLICATIONS FOR SERVICE

A. Applications for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received and accepted by the Company and are subject to the minimum contract term, which is one month unless specified otherwise.

B. Any general change in rates, rules or regulations prescribed by the Commission modifies the terms and conditions of contracts to the extent of such change.
GENERAL TERMS AND CONDITIONS

2.4 PROVISION OF EQUIPMENT

A. Generally, all equipment necessary for the provision of any given service will be furnished and owned by the customer, except where the Company continues to lease equipment on a deregulated basis.

B. Customer-owned terminal equipment and communications system may be connected with the facilities furnished by the Company pursuant to the provisions of this tariff. In these instances, the Company will take all reasonable precautions to assure that the telecommunications network is not exposed to harmful or hazardous voltages as a result of interconnection with customer-owned equipment.

2.5 RESPONSIBILITY FOR CHARGES

A. The customer is responsible for all charges arising out of the use of or in conjunction with any services furnished to him by the Company, including collect toll messages which have been accepted at the customer's telephone number.

B. Monthly recurring charges will be billed in advance and toll charges are billed in arrears.

2.6 CANCELLATION OF APPLICATION FOR BASIC SERVICE

A. When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

B. When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

C. Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.
GENERAL TERMS AND CONDITIONS

2.7 MINIMUM CONTRACT PERIOD

A. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the authorized date for one month. For purposes of rate administration, each month is considered to have thirty (30) days.

B. The Company may require a contract period longer than one (1) month at the same location in connection with unusual construction necessary to meet the specific demands for service.

2.8 CUSTOMER TERMINATION OF SERVICE

A. The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company pursuant to Rule 6.20. The customer will be liable for all charges for the full initial contract period, plus all charges due for toll or other services which have been furnished.

B. The customer may terminate service after the expiration of the initial contract period after notifying the Company pursuant to the provisions of Rule 6.20.

2.9 COURT-ORDERED DISCONTINUATION OF SERVICE

The Company will discontinue service upon receipt of an order from any court directing the Company to discontinue such service. The Company shall give notice to the customer at the time of discontinuation of its reasons for doing so, said notice to be accompanied by a copy of the order from the court.

2.10 RESALE OF SERVICE

The resale of any service provided by the Company is not permitted except as provided elsewhere in this tariff or as specifically authorized by the Company.
GENERAL TERMS AND CONDITIONS

2.11 DIRECTORIES

A. General

1. The Company publishes telephone directories annually. The Company distributes to its customers at least one directory without charge. Any additional directories or information requested by a customer will be furnished without additional charge if the Company agrees, that such provision will make the customer's use of telephone service more efficient. Other directories will be furnished at the Company's discretion at a reasonable rate.

2. In the event of error in the listed number of any customer, the Company shall intercept all calls to the listed number until the next directory is published. In such case, and in case of an error in or omission of the name listing of a customer, the correct listing and number shall be available from the intercept operator and through directory assistance.

3. The liability of the Company for an error or omission in its telephone directory or for error or omission on intercept service shall not exceed the amount of actual damage suffered, and in no event shall it exceed an amount equal to the local exchange service charge to the customer for the listed service for the period during which the directory contained the error or omission in the last published directory of the exchange.

2.12 ALTERATIONS

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current charges for such changes.

2.13 NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.
GENERAL TERMS AND CONDITIONS

2.14 CUSTOMER SERVICE -- USE OF

A. Customer telephone service is furnished only for use by the customer, his family, guests, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

B. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public character when the station is so located that the public-in-general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed provided the instrument is so located that it is not accessible for public use.

2.15 LIABILITY OF THE COMPANY

A. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

B. The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control, subject to the interruption and outage allowance provisions of the Commission's General Service Rules.

C. Defacement of Premises - No liability shall attach to the Company by reason of any defacement of damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is the result of the negligence or willful act of the Company or its employees.

D. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred as more specifically addressed in the section of this tariff entitled Directories.
GENERAL TERMS AND CONDITIONS

2.15 LIABILITY OF THE COMPANY (Cont’d)

E. Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer, the customer indemnifies and holds harmless the Company against claims, losses or suit for injury or damage to any property which arises from:

1. The use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

Further, the customer indemnifies and holds harmless the Company against claims for liable, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the customer.

F. Liability - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions.

G. Unauthorized Access and Hacking - Except for physical damage to Customer’s transmission facilities or Customer premise equipment directly caused by the Company’s negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer’s equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.
GENERAL TERMS AND CONDITIONS

2.16 SPECIAL RULES GOVERNING THE PROVISION OF LOCAL EXCHANGE SERVICE

A. Exclusive Provisions of Local Exchange Service

1. Local exchange service shall be exclusively provided by the Telephone Company which is certificated to provide service in the local exchange area. Notwithstanding any other provisions of this or other tariffs previously filed by the Telephone Company, the Telephone Company shall have no obligation to connect or to continue to provide local exchange access service to any customer or potential customer who is providing or intends to provide local exchange service through resale or other similar arrangements. This provision is in specific compliance with the directives of Order No. 2. in the Public Service Commission Docket No. 84-213-U.

2. The Company shall continue to provide access service to PBX’s being used by hospitals, motels, hotels, etc. whose patients or patrons are of a transitory nature and cannot realistically be customers for local exchange access service themselves.

3. Sharing arrangements for PBX’s and other similar equipment between parties will not be prohibited provided, however, each individual party obtains local exchange access service from the Company.

2.17 FACILITY RELOCATION COST RECOVERY FEE

Effective May 31, 2017, terms, conditions and rates for this fee are located at LOCAL TERMS OF SERVICE FOR FACILITY RELOCATION COST RECOVERY FEE.

2.18 TERMS OF PAYMENT

A customer’s bill is payable upon receipt and is due not less than 14 days after the date the bill is mailed.
GENERAL TERMS AND CONDITIONS

2.19 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

A. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten-Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company’s services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

B. Application for Support

1. E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

2. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.
GENERAL TERMS AND CONDITIONS

2.19 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

C. Receipt of Support

1. E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company’s receipt of notification from the Funding Source acknowledging the Customer’s receipt of Service. Upon notification, the Company will apply discounts to the Customer’s invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer’s account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

2. Other Funding Sources

The Customer will pay, in full, all invoices issued by the Company prior to the Company’s receipt of notification from the Funding Source acknowledging the Customer’s receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer’s account or with a check corresponding to the appropriate amount of Support based on Service received.
2.19  UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

D.  Failure to Obtain Support

1. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer’s behalf. Customer will not be responsible for Support withdrawn due to the Company’s material failure to provide Service.

2. The Company is not responsible for the Customer’s compliance with FCC, SLD or Funding Source rules and regulations, the Customer’s applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.

3. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.
DEFINITIONS

ACCESS LINE - A circuit between a switching center and a customer premises which includes a standard network interface (SNI).

AIR LINE MILEAGE - The shortest distance between the points involved.

BUILDING - A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

CHANNEL - A path for communication or signaling between two or more locations which provide service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

COMMUNICATIONS SYSTEM - A combination of equipment and facilities which fulfills the communication requirements of a customer.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

CONTIGUOUS EXCHANGES - Two exchanges whose boundaries adjoin.

CONTINUOUS PROPERTY - Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CONTRACT - The service application-agreement between a customer and the company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs and under special conditions.

COST - The words "Cost" or "Actual Cost" as used in this tariff, are intended to cover the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

DESIGN SERVICE - A service that is not immediately available for provisioning and requires (N) treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

DIRECTORY LISTINGS - Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a listed customer.

DROP WIRE - Wires between an open wire lead, aerial, or buried cable terminal and the point of entrance to the building in which the customer's telephone service is located.

EXTENDED AREA SERVICE (EAS) - Interexchange telephone service furnished at flat or specified rates between one or more exchanges.

FACILITIES Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary to, or furnished in connection with, telephone service.

FLAT RATE SERVICE - Service furnished at a fixed monthly rate.
DEFINITIONS

FOREIGN EXCHANGE (FX) - Any exchange other than that in which the customer is located.

FOREIGN EXCHANGE DIRECTORY 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.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off-premises station service furnished a customer in an exchange other than that in which the customer's primary station is located.

GRANDFATHERED EQUIPMENT - Equipment classified by the FCC as having been directly connected to the network by a telephone company. Its use may be continued as long as the equipment remains serviceable and the circuitry is not revised.

GRANDFATHERED SERVICE - Existing service not available to the new customers.

INDIVIDUAL LINE (A.K.A. ONE-PARTY LINE) - An exchange access line designed for the connection of one main station.

INSTRUMENTALITIES - The telephone instruments, switching devices, and associated equipment, located on a customer's premises. In the case of private branch exchange service, the instrumentalities include the switchboard.

JOINT USER - An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

LINE CONNECTION - Installation of facilities provided by the Company for a circuit from the central office to the standard network interface, inclusive.

LOCAL EXCHANGE - The area in which customers can complete calls from their stations to other stations within a specified area without payment of long distance charges.

LOCAL PRIVATE LINE - A non-switched Voice Grade Service providing analog voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz. The service is located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

LOCAL SERVICE - The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.
DEFINITIONS

MEASURED SERVICE - A local service for which charges may be based upon: frequency, time-of-day, duration and distance.

MESSAGE - A completed customer telephone call.

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.

NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities. Sometimes referred to as the standard network interface (SNI).

NON-LISTED SERVICE - An arrangement whereby a customer’s number is omitted from the telephone directory but not from the information records, at the customer’s request.

NON-PUBLISHED SERVICE - An arrangement whereby a customer’s listing is omitted from both the telephone directory and information records at the customer’s request.

NONRECURRING CHARGE (NRC) - A one-time charge covering installation, move or change of facilities accomplished at a customer’s request.

ONE-PARTY LINE (1-PTY) – See “Individual Line”.

PAYPHONE SERVICE - Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

PREMISES - In multiple occupancy buildings a customer’s premises are restricted to the portion of the building owned or leased by the customer. In single occupancy buildings or where more than one building is occupied by one firm or individual, the customer’s premises includes the buildings occupied by the customer which are on contiguous property or are not separated by property occupied by others.

PRIVATE LINE - A line consisting of dedicated communication channels connecting two or more locations.

PROTECTOR - See Standard Network Interface.

RATE - A recurring monthly assessment made in conjunction with the provision of a service.

ROUTE MILEAGE - The distance measured along the route of the circuit between any two or more given points of that circuit.

SPECIAL DESIGN SERVICE – See “Design Service.”

STANDARD NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities, sometimes referred to as the standard network interface (SNI) or demarcation point.
DEFINITIONS

TIE LINE - A circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines to a central office of the Company.

TOLL MESSAGE - A completed call between two exchange stations located in different local service areas, between the two toll stations, or between a toll station and an exchange station, for which charges are made on a per-unit basis.

TOLL RATE - The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges (may be intrastate or interstate).

TOLL SERVICE - Telecommunications service between exchanges carried on the public switched network for which charges are made on a per-unit basis.

TOUCH CALLING (Tone Dialing, Touchtone, U-Touch, Dual Tone Multi. Freq.) - Where central office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone pairs for signaling directly over the circuit.

TRUNK LINE - A telephone circuit between two central offices or between a private branch exchange and a company central office.

UTILITY FACILITIES - Includes all lines, right-or-way, installed equipment and buildings directly used in providing service to customers.
4.1 ACCESS LINE RATES

A. The charges quoted in the schedule are for the period of one month, payable in advance and entitle the customer to dial service within the customer’s serving exchange and include Extended Area Service (EAS) as provided in this Local Terms of Service.

B. Rates

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<th>Exchange</th>
<th>Monthly Rate, Within Base Rate Area and Outside Base Rate Area (1)</th>
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<td>Business One-Party (1-PTY)</td>
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<td></td>
<td>Residence One-Party (1-PTY)</td>
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<tr>
<td></td>
<td>Trunk Hunting</td>
</tr>
<tr>
<td>Dodge City</td>
<td>$29.00 (I)</td>
</tr>
<tr>
<td>Junction City</td>
<td>$24.50 (I)</td>
</tr>
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<td></td>
<td>$30.00</td>
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</tbody>
</table>


(1) Base Rate Area is defined in Section 4.4 (Base Rate Area).
LOCAL EXCHANGE SERVICE

4.2 CONDITIONS

A. The above rates do not include the telephone instrument of other terminal equipment.

B. Local Service is provided through facilities owned and maintained according to standards of the Company. The territory served is shown on maps filed with the Commission by the Company. This territory is referred to as an exchange.

C. The application of business or residence rates is determined by the actual and obvious use made of the service by the customer in accordance with the Commission's Special Rules - Telecommunications.

D. Local service rates include the line which provides access to the central office switching equipment. Customer premises equipment is excluded.

E. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth in this Section.

4.3 EXTENDED AREA SERVICE (EAS)

EAS service is provided as listed below. Charges for EAS are included in the Access Line Rate as shown in this document.

From the exchange of: To the exchange of:

Dodge City, Arkansas Junction City, Arkansas, Dodge City, Louisiana and Junction City, Louisiana

Junction City, Arkansas Dodge City, Arkansas, Dodge City, Louisiana and Junction City, Louisiana

4.4 BASE RATE AREA

The Junction City Base Rate Area is defined as the current corporate limits of the City of Junction City. It is understood that any modification to the corporate limits are automatically incorporated into the base rate area as they are legalized.

The Dodge City Base Rate is defined as the area within ¼ mile of the exchange central office.
LOCAL EXCHANGE SERVICE

4.5 TELECOMMUNICATIONS SERVICE FUND

A. Description

The Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation was created by Act 1080 of 1997. The act authorizes the corporation board to collect assessments from all providers of local exchange services, not to exceed $.10 per access line per month, in order to fund the services provided by the corporation. The assessment shall be collected and transmitted monthly to the board.

B. Rates and Charges

The Company concurs in the tariffed rates and charges in effect for Southwestern Bell Telephone Company at Section 19.24 of Southwestern Bell's General Exchange Tariff and in any effective future amendment or revision.

4.6 TELECOMMUNICATION EQUIPMENT FUND

A. General

On March 1, 1995, the Arkansas Legislature passed and signed ACT 501. This act requires all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month per access line from all customers. The access line surcharge is a source of funding to provide telecommunication devices for persons who are deaf, hard of hearing, deaf/blind, or speech impaired. The access line surcharge levied under this Act shall be collected by the LECs from its customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund.

B. Rates and Charges

The surcharge to provide Telecommunication Devices for persons who are deaf, blind, or speech impaired is $.01 per customer access line per month.
LOCAL EXCHANGE SERVICE

4.7 LIFELINE SERVICE

4.7.1 Lifeline Assistance Programs

A. Federal Lifeline Program

See CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS, Section A, for the purpose of administering the Federal Lifeline Program.

B. State Lifeline Program - Not Applicable

C. Tribal Lifeline Program - Not Applicable

D. Link-Up Program

See CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS, Section D, for the purpose of administering the Link-Up Program.
LOCAL EXCHANGE SERVICE

4.7 LIFELINE SERVICE (Cont’d)

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LOCAL EXCHANGE SERVICE

4.8 LOCAL OPTIONAL SERVICE

A. General

1. Local Optional Service is available to one party Residence and Business subscribers in Junction City, Louisiana and Dodge City, Louisiana. This service provides 7 digit dialed local calling outside the Local Calling Area but within the LATA. The originating and terminating wire centers for these calls must be within 40 miles. In addition, 7 digit dialed local calling will be provided to all wire centers within a single parish, even if these wire centers are more than 40 miles apart.

2. Local Optional Service is also available to party line Residence and Business subscribers. This service provides 1+ dialed local calling outside the Local Calling Area but within the LATA. The originating and terminating wire centers for these calls must be within 40 miles. In addition, 1+ dialed local calling will be provided to all wire centers within a single parish, even if these wire centers are more than 40 miles apart.

3. All Local Optional Service calling is measured and billed on a usage sensitive basis. The offering of this service is subject to availability as determined by the Company.

4. Local Optional Service applies to NXXs in which the Company has an interconnection agreement with the provider of that NXX.

B. Rates and Charges

1. Customers subscribing to this service will be billed the following rate in addition to their applicable monthly access line rate.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence, per line, trunk $0.97</td>
</tr>
<tr>
<td>Business, per line, trunk 2.00</td>
</tr>
</tbody>
</table>
LOCAL EXCHANGE SERVICE

4.8 LOCAL OPTIONAL SERVICE (Cont’d)

B. Rates and Charges (Cont’d)

2. The following usage rates apply to 7 digit or 1+ direct dialed calls terminating outside of the Local Calling Area described in Section II but within the Local Optional Service area. Local usage charges for hotel/motel, guest rooms will not be capped. These rates are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association FCC Tariff No. 4.

<table>
<thead>
<tr>
<th>Mileage Bands</th>
<th>Initial Minute</th>
<th>Additional Minute</th>
</tr>
</thead>
<tbody>
<tr>
<td>C (1-10 miles)</td>
<td>$0.04</td>
<td>$0.02</td>
</tr>
<tr>
<td>D (11-16 miles)</td>
<td>0.06</td>
<td>0.04</td>
</tr>
<tr>
<td>E (17-22 miles)</td>
<td>0.10</td>
<td>0.07</td>
</tr>
<tr>
<td>F (23-30 miles, Intra-Parish)</td>
<td>0.14</td>
<td>0.10</td>
</tr>
<tr>
<td>G (Greater than 30 miles, Intra-Parish)</td>
<td>0.14</td>
<td>0.14</td>
</tr>
<tr>
<td>H (23-30 miles, Inter-Parish)</td>
<td>0.14</td>
<td>0.10</td>
</tr>
<tr>
<td>I (31-40 miles, Inter-Parish)</td>
<td>0.14</td>
<td>0.14</td>
</tr>
<tr>
<td>J (Greater than 40 miles, Inter-Parish)</td>
<td>0.14</td>
<td>0.14</td>
</tr>
</tbody>
</table>

Local usage charges for calls terminating in Bands C-G will not exceed $15.00 per month, per residence line or trunk and $25.00 per month, per business line or trunk. Calls which are not 7 digit or 1+ direct dialed are not included in this plan and are charged at the established long distance and operator surcharge rates. These calls are not included in the maximum usage charges described above.

3. A Service Ordering Charge does not apply for adding Local Optional Service, or for deleting Local Optional Service within a period of 90 days after the initial offering by the Company.
LOCAL EXCHANGE SERVICE

4.8 LOCAL OPTIONAL SERVICE (Cont’d)

C. Conditions

1. Local Optional Service is not available to resold services or to the following:
   - Volume Usage Measured Rate subscribers
   - Expanded Local Area Calling subscribers
   - Joint Users
   - FX lines
   - Toll terminals

2. The peak period rates apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding the following holidays: Christmas Day (December 25), New Year’s Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day). Off-peak period rates apply to all other times and holidays listed and are rated at a 50 percent discount. When messages span more than one rate period total charges for the minutes in each rate period are summarized and the results for each rate period are totaled to obtain the total message charge.

3. Customers selecting Local Optional Service must subscribe to this service for all outward or two-way access lines on their premises with the following exceptions. Hotels and hospitals may subscribe to Local Optional Service for administrative purposes without subscribing to Local Optional Service for guest or patient use. In addition, if a customer subscribes to Local Optional Service on any line on an account, he must subscribe for all lines on that account.

4. Itemized statements are not provided except under the provisions of Local Usage Detail (LUD) Measured Service Option in this section of the tariff.
LOCAL EXCHANGE SERVICE

4.9 LOCAL USAGE DETAIL (LUD) MEASURED SERVICE OPTION

A. General

1. Local Usage Detail (LUD) (available only to Louisiana LOS customers) is a Measured Service option for customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. Requests for LUD must be processed five days prior to the billing date of the month in which it is desired, and must be initiated at the beginning and terminated at the end of billing periods. In these cases, LUD must remain in place for complete billing periods, except where total service is terminated. LUD may be initiated between billing dates only when requested at the time Measured Service is established.

2. When an order is issued solely for the purpose of initiating LUD, a charge equivalent in amount to a Service Order charge in Section VII, applies. If LUD is initiated at the same time an order is being issued for any other purpose, the charge preceding does not apply.

B. Rates and Charges

1. The following charge applies for LUD:

   a. Printed Listing Charge, Per Call $0.01

Charges for LUD are in addition to other applicable local usage charges specified in this Tariff.
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

A. General

1. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.

2. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.

3. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

B. Regulations

1. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:

   - Flat rate business individual lines – local exchange service terminating into a single line instrument.

   - Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

B. REGULATIONS (Cont’d)

2. CLVP Feature Package, consisting of Customer’s choice of any of the following features (where offered), is available in conjunction with any qualifying service:

   - Caller ID (includes Anonymous Call Rejection, where available)
   - Call Forwarding
   - Call Forward Busy
   - Call Forward No Answer
   - Call Forward-Remote Access
   - Call Waiting/Cancel Call Waiting
   - Three-Way Calling
   - Three-Way Calling with Transfer (Not currently available)
   - Call Return
   - Distinctive Ring
   - Message Waiting Indicator (1)
   - Voicemail (1)

3. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.

4. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.

5. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer’s request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in j. following, in which instance a new tier will be established and will apply for all service locations.

(1) This service is not regulated.

AR 14-11 (S)
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

B. REGULATIONS (Cont’d)

6. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer’s name, mark, or commercial symbol. When, at the Company’s discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.

7. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in B.1 preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.

8. Customers may select a CLVP tier lower than their actual quantity of contributory services.

9. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.

10. Additional business lines may be added at any time during Customer’s term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.

11. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

C. EARLY TERMINATION LIABILITY

1. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of $15.00 per line of the customer’s Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $15.00 x 50 x 3 = $2,250.00.

2. If during an annual review of Customer’s account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of $60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

3. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.

4. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

D. APPLICATION OF RATES

1. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.

2. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.

3. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.

4. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.

5. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink’s tariffs, guidebooks, schedules, and/or other local terms of service documents.
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

D. APPLICATION OF RATES

6. If, at any time during an auto-renewal period(s), Customer’s total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.

7. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer’s bill.
LOCAL EXCHANGE SERVICE

4.10 CENTURYLINK LINE VOLUME PLAN (CLVP)

E. RATES

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month

<table>
<thead>
<tr>
<th>Number of Lines (Tier)/Minimum Line Requirement</th>
<th>Two Year Term</th>
<th>Three - Five Year Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - 49</td>
<td>$23.65</td>
<td>$23.65</td>
</tr>
<tr>
<td>50 - 499</td>
<td>$23.65</td>
<td>$23.65</td>
</tr>
<tr>
<td>500 - 999</td>
<td>$23.65</td>
<td>$23.65</td>
</tr>
<tr>
<td>1000 - 3000</td>
<td>$23.65</td>
<td>$23.65</td>
</tr>
</tbody>
</table>

2. Optional Services

LVP Feature Package, per line/trunk, per month

<table>
<thead>
<tr>
<th>Number of Lines (Tier)/Minimum Line Requirement</th>
<th>Two Year Term</th>
<th>Three - Five Year Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - 49</td>
<td>$ 5.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>50 - 499</td>
<td>$ 5.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>500 - 999</td>
<td>$ 5.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>1000 - 3000</td>
<td>$ 5.00</td>
<td>$ 5.00</td>
</tr>
</tbody>
</table>

(1) Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.
MISCELLANEOUS SERVICE ARRANGMENTS

5.1 DIRECTORY LISTINGS

A. Rates

<table>
<thead>
<tr>
<th>Directory Listing</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business/Residence</td>
<td>$0.00</td>
</tr>
<tr>
<td>Additional or Alternative Listing</td>
<td>4.00</td>
</tr>
<tr>
<td>Foreign Exchange Listing</td>
<td>5.00</td>
</tr>
<tr>
<td>Non-Published or Non-Listed Service</td>
<td>6.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change telephone number at request of customer</th>
<th>Non-Recurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5.00</td>
<td></td>
</tr>
</tbody>
</table>

B. Conditions

1. One listing, which may include the name, address and telephone number of the individual(s), organization, firm or corporation will be furnished in the alpha section for each primary station or each private branch exchange at no charge. Business listings must be in the concern's official name.

2. Dual (joint) name listings will be provided for customers subscribing to residence service who share the same surname and reside at the same address, for women whose husbands are deceased and for persons known by more than one given name. Dual (joint) name listings are primary listings consisting of one line.

3. Listings will be limited to such information as is necessary for proper identification.

4. Listings without address or without house number will be provided for customers who desire such a listing.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.1 DIRECTORY LISTINGS (Cont’d)

B. Conditions (Cont’d)

5. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

6. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.

7. An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premises PBX or Centrex stations located on other premises occupied by the customer.

8. Additional listings may be furnished with residence service for others who are members of the customer's domestic establishment and who occupy the same premises.

9. The rate for a foreign listing will be the rate of the local exchange carrier in whose directory the listing appears. A foreign listing may be furnished for customers requesting their listing be included in a directory alpha section different than normal.

10. Non-published service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing.

11. No charge will be made for non-published numbers for customers having a listed number in the same exchange under the same listing.

12. The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives or those of other telephone companies, or to other customers who are billed for calls placed to or from non-published numbers.

13. Non-listed service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the information records.

14. When non-published or non-listed service is to be furnished, the customer will be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to receive calls because of the non-published or non-listed arrangement.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.1 DIRECTORY LISTINGS (Cont’d)

B. Conditions (Cont’d)

15. Non-published and non-listed service customers will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.

16. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

17. Non-published or non-listed service customers may change from one to the other without incurring an additional monthly charge.

18. Extra lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

19. The charge for additional, alternative, extra lines, or non-published listings begin on the day the information records are posted.

20. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.

21. The Company’s liability arising from errors in or omission of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such if the customer’s service is affected during the period covered by the directory in which the error or omission occurred. In no event shall the Company be responsible for any consequential damages arising out of any error or omission related to directory service.

22. A customer requesting non-published or non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided the service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.

23. Utilization of Call Trace and Call Line Identifier

Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.2 DIRECTORY ASSISTANCE SERVICE

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory information in the same local calling area or in the same Long Distance Numbering Plan Area.

2. A customer request for directory assistance is any call to a directory assistance attendant.

3. A maximum of two telephone numbers may be requested per call to a directory assistance attendant.

4. Charges for Directory Assistance Service are not applicable to calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.

5. Charges for Directory Assistance Service are not applicable to calls placed from a hospital which has as its principal undertaking the in-patient medical or surgical care of the sick or disabled persons.

B. Rates

The Directory Assistance charge applies for each call to Directory Assistance.

a. For customer direct dialed calls to a directory assistance attendant, a charge of $5.99 per call is applicable (maximum of two requested numbers per call).

b. The following surcharge(s) apply, in addition to the direct dial rate, when the customer places a call to Directory Assistance via an operator:

<table>
<thead>
<tr>
<th>Per Call</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.99</td>
<td>(Includes Operator Assisted Sent-paid, third number and credit card)</td>
</tr>
</tbody>
</table>

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MISCELLANEOUS SERVICE ARRANGEMENTS

5.2 DIRECTORY ASSISTANCE SERVICE (Cont’d)

C. National Directory Assistance Service

1. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer’s local Directory Assistance service area.

2. Terms and Conditions

a. There are no call allowances or exemptions for National Directory Assistance customers.

b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.

c. A maximum of two requested telephone numbers are allowed per call.

d. Charges apply to each call placed to National Directory Assistance from a Public Access Line.

e. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

3. Rates

<table>
<thead>
<tr>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each call dialed directly by customer</td>
</tr>
</tbody>
</table>
MISCELLANEOUS SERVICE ARRANGEMENTS

5.2 DIRECTORY ASSISTANCE SERVICE (Cont'd)

D. Directory Assistance Call Completion

1. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

2. Terms and Conditions

a. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.

b. Directory Assistance Call Completion can be blocked at the originating customer’s request.

c. All Operator Service charges apply as appropriate.

d. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

3. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

<table>
<thead>
<tr>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each call completed</td>
</tr>
</tbody>
</table>
5.3 OPERATOR ASSISTED LOCAL CALLS

A. General

1. Operator Assisted Local Calling Service is provided upon customer request: in dialing a local number, requesting a local Person-to-Person call, billing a local call to a telephone company calling card or to a third number, placing a local collect call, verifying the status of a line, and interrupting a conversation already in progress.

2. Operator Assisted Local Calling Charges will not apply in the following situations:
   a. For calls to the Company for official telephone business.
   b. Local calls from customers whose physical or visual handicaps prevent them from making the call direct.
   c. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.
   d. When the caller advises he has had service trouble in reaching the terminating number.

B. Reserved for Future Use
MISCELLANEOUS SERVICE ARRANGEMENTS

5.3 OPERATOR ASSISTED LOCAL CALLS (Cont’d)

C. Reserved for Future Use
MISCELLANEOUS SERVICE ARRANGEMENTS

5.3 OPERATOR ASSISTED LOCAL CALLS (Cont’d)

D. Dial Calling Card Station-To-Station, Operator Station-To-Station And Operator Person-To-Person

1. The Company furnishes local operator assistance whereby customers may request assistance in: dialing a local number, requesting a local Person-to-Person call, billing a local call to a calling card, to a third number or collect.

2. Operator Assisted Local Calling Charges are applicable to any of the following call types when the customer requests operator assistance in completing the call:

   a. Dial Calling Card Station-to-Station - is that Station-to-Station service where the person originating the call dials zero, then the telephone number desired, and the call is completed without the assistance of an operator and is billed, where automatic billing equipment is available, to a credit card or Special Billing Number. Dial Calling Card Station-to-Station service also includes: (1) when an operator records the calling card or Special Billing Number where no automatic recording equipment is available, (2) when an operator reaches the called telephone number and records the calling card or Special Billing Number where facilities are not available for dial completion, (3) when an operator places a calling card or Special Billing Number call for a calling party who identifies himself as being handicapped and unable to dial the call because of this handicap, and (4) when an operator reestabishes a dial calling card or dial Special Billing Number call which has been interrupted after the called number has been reached. This class of service involves no other operator services except those necessary to complete the above described calls.

   b. Operator Station-to-Station - is that Station-to-Station service other than Dial Station-to-Station and Dial Calling Card Station-to-Station.

   c. Person-to-Person - is that service where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX attendant.

The classification of the call remains Person-to-Person when, after the station or PBX called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person to be reached, or station, department, or office to be reached through the PBX attendant.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.3 OPERATOR ASSISTED LOCAL CALLS (Cont’d)

E. Rates and Charges

Dial Calling Card Station-to-Station local calls placed by dialing zero, then the desired local number, and the call is charged to a calling party 0.20

Operator Handled Station-to-Station local calls 0.90

Operator Handled Person-to-Person local calls 1.35
MISCELLANEOUS SERVICE ARRANGEMENTS

5.4 INTRAEXCHANGE LOCAL CHANNELS

A. Circuit Rental

1. Local Loop rental - Miscellaneous including Local Private Line, Private Line Voice Teletype (Not TWX), Metering or Control Channels.

   a. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

   b. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles treated as full 1/4 miles, for each two point segment of distance.

   c. Charges per cable pair:


<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 1/4 mile</td>
<td>$3.00</td>
<td>(1)</td>
</tr>
<tr>
<td>Each additional 1/4 mile</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>For each terminated segment where segments are permanently tied together, combined mileage applies.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Applicable Service Connection charges will apply as set forth in Section 6 of this document.
MISCELLANEOUS SERVICE ARRANGMENTS

5.4 INTRAEXCHANGE LOCAL CHANNELS (Cont’d)

B. Interexchange Channels - Intrastate

1. The charges and rates below shall apply to all voice grade interexchange facilities other than Foreign Exchange Service which is covered elsewhere in these documents.

a. A monthly charge of $3.00 per airline mile, or fraction thereof, shall apply on inter-exchange mileage between the central offices involved.

b. A terminal arrangement charge of $10.00 per month shall apply for each interexchange channel.

c. A non-recurring charge of $15.00 shall apply on the installation of interexchange channels.

5.5 EXTENSION STATION SERVICE

A. General

1. An extension station is an additional station connected on the same circuit as the main station, and having the same number as the main station.

B. Conditions

1. Off-Premises Extension stations may be furnished subject to the following conditions:

a. When provided on party lines, such stations are subject to removal by the Company whenever they interfere with the satisfactory operation of the line.

b. May be located on the premise of another customer and restricted to answering incoming calls only, provided the other has his own separate service at the same location.

c. Business off-premises extension may be provided at a residence location of the same customer where residence main station service is also provided.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.5 EXTENSION STATION SERVICE (Cont’d)

B. Conditions

1. Off-Premises Extension stations may be furnished ,,, (Cont’d)
   
d. Residence off-premises extension may be provided at a business location of the
   same customer where business main station service is also provided.
   
e. Mileage charges when applicable will be based upon the route mileage between the
   locations of the main and extension stations.
   
f. Off-premises extension may be restricted to answering incoming calls only.
   
g. In certain instances, where equipment restrictions dictate, the number of extension
   stations provided with bells may be limited.

5.6 INTRAEXCHANGE LOCAL CHANNELS

A. Rates

<table>
<thead>
<tr>
<th>Extension Mileage</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same Premises, Different Building fraction thereof</td>
<td>$0.40 per each 1/10 mile or</td>
</tr>
<tr>
<td></td>
<td>fraction thereof</td>
</tr>
<tr>
<td>Different Premise, Same Listing fraction thereof</td>
<td>$2.00 per 1st ¼ mile or</td>
</tr>
<tr>
<td></td>
<td>mile or fraction thereof</td>
</tr>
</tbody>
</table>
MISCELLANEOUS SERVICE ARRANGEMENTS

5.7 TRUNK HUNTING SERVICE

A. General

Trunk Hunting Service provides access to two or more Business or Residence lines or trunks when the primary listed telephone number is dialed.

B. Rates

The Trunk Hunting rate in Section 4.1 applies. Connection charges as provided under Business Rate in this document shall apply for trunk hunting lines.

5.8 TONE DIALING SERVICE

A. General

Tone Dialing Service is provided for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

B. Rates

A monthly rate of $0.00 will apply to each access line having Tone Dialing Service.

5.9 EMPLOYEE TELEPHONE SERVICE

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.10 TOLL RESTRICTION

A. General

1. Toll Restriction denies the local exchange user access to the long distance telecommunications network while permitting the user access to the local exchange network.

2. International Toll Blocking - Restricts calls to 011+ and 101XXXX numbers outside the North American Numbering Plan and 900/976 numbers.

B. Rules and Regulations

The customer accepts full responsibility for the denial of access to the long distance telecommunications network and for the restriction on acceptance of any incoming "collect" long distance messages. The customer indemnifies and holds harmless the Company from any and all claims, losses and damages caused by this restriction and the customers’ long distance calling.

C. Rates and Charges

Service Ordering charges as specified in Section 6 of this Local Terms of Service will apply in addition to the following rates.

<table>
<thead>
<tr>
<th>Restriction Description</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Restriction</td>
<td>$1.50</td>
</tr>
<tr>
<td>International Toll Blocking</td>
<td>0.00</td>
</tr>
</tbody>
</table>

5.11 900 CALL RESTRICTION

A. General

1. 900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

MISCELLANEOUS SERVICE ARRANGEMENTS

5.11 900 CALL RESTRICTION (Cont’d)

A. General (Cont’d)

2. 900 Call Restriction will be provided in conjunction only with business and residence single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

B. Rates

1. 900 Call Restriction will be provided on residential lines, including churches, schools, and charitable organizations at no charge. Business lines equipped with 900 Call Restriction will be charged a $11.50 non-recurring installation charge on a per line basis.

2. The above charges apply in addition to the established rates and charges for the services with which the service is associated.

C. Conditions

1. The minimum contract period for this service is one month.

2. Non-payment of 900 call charges will not alone because to disconnect local exchange service.

3. A customer subscribing to this service may not access any 900 telephone numbers.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.12 EXTENDED ABSENCE PAYMENT PLAN

A. The following options are available to customers to avoid suspension of service during extended absences.

1. Bills coming due during the customer's absence may be paid in advance. The amount of the advance payment will be based on the customer's average monthly bill for the most recent twelve (12) months. If less than twelve (12) months usage history is available, the advance payment will be based on the number of months of usage history available. If the advance payment is more than the actual bill for service, the overpayment will be credited to the customer's account unless the customer requests a refund. If the advance payment is less than the actual bill for service, the balance due will be carried forward each month until the customer returns. Delayed payment agreements will be available for any underpayment.

2. The customer will be given the opportunity to enroll in the Company's bank draw draft plan, where available, whereby the monthly service bill will be paid automatically through the customer's checking or savings account.

3. The customer can arrange to have bills coming due during the period of absence mailed to an alternate address or third party during the absence.

4. The customer must notify the Company in order to take advantage of any of these extended absence payment plans.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.13 EXTENDED DUE DATE PLAN

A. The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the Company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of income as listed below. Customers who qualify under this plan and pay by the new date will not be considered late on their payment.

B. Availability

1. Customers whose income checks from any of the sources listed below which are not normally received by the regular bill due date are eligible to apply for an extended due date. Qualifying income sources are as follows:
   a. Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).
   b. Persons receiving Supplemental Security Income (SSI); or
   c. Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

C. Application

1. Customers may become plan participants upon written application to the Company. When a customer applies for an extended due date, the Company will explain the policy and give the explanation to the customer in writing.

2. After acceptance of a customer by the Company as a participant in the Extended Due Date Plan, the customer shall supply to the Company the date on which his monthly income is received (check receipt date) and the Company will make this information a permanent part of the customer's record.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.13 EXTENDED DUE DATE PLAN (Cont'd)

D. Setting The Extended Due Date

1. The Company will compare the check receipt date supplied by the customer with the billing date and the bill due date. Based on this comparison, the following method of determining a bill due date will be used:

   a. If the check receipt date occurs within the time span between the billing date and the bill due date, the normal due date of the account remains in effect.

   b. If the check receipt date occurs beyond the time span of the billing date and the bill due date, the due date will be at least three days after the check receipt date.

2. If the customer does not pay bills by the close of business on the extended due date two (2) times in a row or any three (3) times in the last twelve (12) months, the Company will remove the customer from the plan. The Company will notify the customer in writing when the customer has been removed from the plan for late payment.

3. If payments are not received by the close of business on the extended due date, the Company will follow the established notification process established by the Arkansas Public Service Commission which could ultimately result in suspension of the service.
MISCELLANEOUS SERVICE ARRANGMENTS

5.14 IMPAIRED HEARING EQUIPMENT

A. General

1. The equipment listed below is designed with an extra sensitive receiver primarily for use by the hard of hearing.

B. Rates

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Installation or Move Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impaired Hearing Device</td>
<td>$0.75*</td>
<td>$5.00 (1)</td>
</tr>
</tbody>
</table>

C. Conditions

1. Impaired hearing equipment may be provided for use with all classes and grades of service, except public and semi-public telephone service.

5.15 FIRE REPORTING EQUIPMENT

<table>
<thead>
<tr>
<th>Fire Number</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Party Business Access Line (1)</td>
<td></td>
</tr>
<tr>
<td>Fire Line, per line equipped</td>
<td>$2.00 (1)</td>
</tr>
</tbody>
</table>

* In addition to rates and charges applicable to the class and grade of service furnished.

(1) Plus applicable Service Connection Charges apply as set forth under Service Charges in Section 6 of this document.
MISCELLANEOUS SERVICE ARRANGMENTS

5.16 N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

   211 – Community Information and Referral Services
   311 – Non-Emergency Governmental Services
   511 - Traffic and Transportation Information
   711 – Telecommunications Relay Service
   811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

   1+
   0+, 0- (credit card, third-party billing, collect calls)
   101XXXX
   Operator assisted calls will not be completed.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.16 N11 ABBREVIATED DIALING CODES (Cont’d)

B. Terms and Conditions (Cont’d)

3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this tariff.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Arkansas Public Service Commission.

8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.16 N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.

b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of N11 Service is not allowed.

e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.16 N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
   a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
   b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
   c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
   d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber’s premises.

12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.16 N11 ABBREVIATED DIALING CODES (Cont’d)

C. Rates

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Setup, Per Host Switch and/or Stand Alone Switch</td>
<td>$300.00</td>
</tr>
<tr>
<td>Subsequent Changes, Per Host Switch and/or Stand Alone Switch</td>
<td>50.00</td>
</tr>
</tbody>
</table>

5.17 VACATION NUMBER RESERVATION

A General

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer’s account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month’s charge for full service before the service can again be put on Vacation Number Reservation.

B Conditions

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

2. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

3. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

C. Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.18 TELECOMMUNICATIONS SERVICES PRIORITY

A. Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

B. Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.18 TELECOMMUNICATIONS SERVICES PRIORITY (Cont’d)

C. Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value “E” denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer’s requested due date. The value “0” implies no provisioning priority.

D. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation’s most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value “1” being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value “0” has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.18 TELECOMMUNICATIONS SERVICES PRIORITY (Cont’d)

E. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer’s name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

MISCELLANEOUS SERVICE ARRANGEMENTS

5.18 TELECOMMUNICATIONS SERVICES PRIORITY (Cont’d)

F. Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.


G. Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this tariff which operate in conjunction with the TSP System.

1. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Access Line/Circuit</td>
<td>$15.00</td>
</tr>
</tbody>
</table>
MISCELLANEOUS SERVICE ARRANGEMENTS

5.18 TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

G. Rates and Charges (Continued)

2. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

3. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Access Line/Circuit</td>
</tr>
<tr>
<td>$5.00</td>
</tr>
</tbody>
</table>
MISCELLANEOUS SERVICE ARRANGEMENTS

5.19 RESIDENCE CUSTOMER REFERRAL PROGRAM

A. Terms and Conditions

1. Existing residence customers may be eligible for a one-time $50 bill credit when they submit a referral via the Company’s Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company’s existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time $50 bill credit will be applied to the referring customer’s account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of $600 in referral credits per calendar year.

2. New residence customers may be eligible for a $10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company’s existing referring customer who generated the on-line referral under this program. Once confirmed, the $10 bill credits will be applied to the referred customer’s account during each of the referred customer’s first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.
5.20 SATISFACTION GUARANTEE PROGRAM

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

   Individual Business Line    Key Trunk
   PBX Trunk                  Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.

3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer’s new service provider.

4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.

5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).

6. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.20 SATISFACTION GUARANTEE PROGRAM (Cont’d)

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company’s tariffed services required special construction or special configurations.

2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

3. Each customer will be entitled to the credit one time per service.

4. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.

5. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.21 COMPETITIVE RESPONSE PROGRAM(S)

A. $5/$10 Bill Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.
MISCELLANEOUS SERVICE ARRANGEMENTS

5.22 CALL LINE IDENTIFIER

A. Description

See CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER for applicable terms and conditions.

B. Rates and Charges

<table>
<thead>
<tr>
<th>Nonrecurring Charge, Per Line</th>
<th>30-Day Period</th>
<th>12-Month Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>$ 46.00</td>
<td>$ 108.00</td>
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<tr>
<td>Renewal, Each</td>
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</table>

5.23 REMOTE CALL FORWARDING

See Section 9.
SERVICE CONNECTION CHARGES

6.1 SERVICE CHARGE FOR CONNECTION, MOVE OR CHANGE OF SERVICE

A. General

1. A service charge consisting of one or more charges specified herein is applicable, as a non-recurring charge, to the ordering, installing, moving, changing, rearranging and furnishing of telephone service. The term "service charge" represents one of the following work functions necessary to perform any of the above listed activities.

   a. Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service or equipment. One Service Ordering Charge is applicable per customer request, per due date, per premises. Where both business and residence service is furnished on the same premises, the "per customer request" treatment is applicable separately for each service. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

   b. Central Office Line Connection Charge - work associated with arranging an exchange line to provide service between the central office and the customer's premise and/or other premises where the service is to be terminated.

   c. Premise Visit Charge - when it is necessary to travel to the customer's premises, one Premise Visit Charge is applicable per customer request, per due date, per premises. However, in the instance of a trouble report, the Company shall test the local loop up to the standard network interface at no charge, pursuant to the Special Rule - Telecommunications 4.05.

   d. Service Date Change Charge - When a customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date a charge may applied as specified in 6.4 following.

   e. Cancellation of Order Charge - When a customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs, a charge may apply as specified in 6.5 following.

   f. Expedited Order Charge - When a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered, an Expedited Order Charge may apply as specified in 6.6 following.

2. The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

3. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.
SERVICE CONNECTION CHARGES

6.1 SERVICE CHARGE FOR CONNECTION, MOVE OR CHANGE OF SERVICE

B. Rates

<table>
<thead>
<tr>
<th></th>
<th>Nonrecurring Business</th>
<th>Nonrecurring Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Service Ordering Charge</td>
<td>$10.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>2. Central Office Line Connection Charge</td>
<td>13.75</td>
<td>13.75</td>
</tr>
<tr>
<td>3. Premise Visit Charge</td>
<td>13.75</td>
<td>13.75</td>
</tr>
</tbody>
</table>

6.2 PAYMENT OF INSTALLATION CHARGE

A. Business

1. For business customers, non-recurring Service Connection Charges, as specified in this section of the tariff, are due in full upon the establishment of service.

B. Residential

1. Single line residential customers may elect to pay these charges in consecutive equal monthly installments over a period of six (6) months at the option of the customer, if the total installation charges exceed one hundred dollars ($100) and if the total installation charges exceed fifty dollars ($50.00) but do not exceed one hundred dollars ($100) the residential customer shall at the option of the customer be billed in equal monthly installments over a period of three (3) months.

2. The installment payment plan is not available for deposit amounts associated with contributions in aid of construction.

3. In the event a customer fails to pay any of the installment payment amounts when due, the unpaid balance will be immediately due and payable, and service will be subject to suspension in accordance with the provisions the Commission's General Service Rules.

4. Upon termination of the service, all installment payment amounts then outstanding become due.
SERVICE CONNECTION CHARGES

6.3 LINK UP


6.4 SERVICE DATE CHANGE CHARGE

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in 6.6 following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 6.5 following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 6.5.A. following.
SERVICE CONNECTION CHARGES

6.5 CANCELLATION OF ORDER CHARGE (Cancellation of Application for Service)

A. A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer’s use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

B. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge as specified in “Cancellation of Application for Basic Service,” Section 2.6.C. of this Local Terms of Service will apply, unless specified otherwise for a specific service.

6.6 EXPEDITED ORDER CHARGE

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, an expedited order charge may apply as specified in Section 7.1 “Construction Charges,” unless set forth elsewhere in this Local Terms of Service for a specific service.
CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

7.1 CONSTRUCTION CHARGES

Charges applicable under special conditions are located at SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES.
CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

8.1 GENERAL

A. Customer-provided circuitry and terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with individual line exchange service in compliance with Part 68, Subpart B of the Federal Communication Commission Rules and Regulations.

B. The Rules and Regulations section of this document, as well as the Rules adopted by the Commission, also apply when the customer elects to provide his own equipment.

8.2 RESPONSIBILITY OF CUSTOMER

A. An access-line customer must subscribe to, and be capable of providing operation for, sufficient quantities of access lines to provide adequate access to his customer-provided equipment in accordance with accepted communications industry standards.

B. Upon notification from the Company that the customer-provided equipment is causing or is likely to cause harm to any person or the system, or that such equipment is causing or likely to cause interference with the system, the customer shall make such change as is necessary to remove such harm or interference. Failure to make such change will result in suspension of service in accordance with Rules 6.01 and 6.04 of the Commission's General Service Rules until such change is completed to the satisfaction of the Company. Any connection of equipment by a customer to the facilities of the Company that is not made in accordance with the standards set forth in the most current issue of the American National Standard Institute's National Electrical Safety Code and/or the National Electrical Code shall be deemed likely to cause harm.
8.3 CUSTOMER-INSTALLED PREMISE WIRE

A. Premise inside wire and jacks associated with residence and business line exchange access service will be provided by the customer.

B. Premises inside wire provided by the customer is connected to exchange access service at the protector or the standard network interface as such devices are commonly known within the industry.

C. The protector or standard network interface is provided as part of the exchange access service provided by the Company at no additional monthly rate and will be installed at a location determined by the Company which is accessible to the customer.

D. The customer assumes the risk of loss of service, damage to property or death to or injury to the customer or anyone acting on behalf of the customer when the customer provides, maintains, or attempts to provide or maintain inside wire.

E. The Company will promptly notify the customer when the service difficulty or trouble results from customer-provided inside wire or jacks.
CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

8.4 RESPONSIBILITY OF THE COMPANY

A. The Company is responsible for providing telecommunication service that complies with standards of service set forth in the Commission's Special Rules Telecommunications and the Commission's General Service Rules. The Company is not required, and does not warrant or guarantee, that any or all types of customer-provided equipment is compatible and/or will operate or properly function on the Company's facilities. It shall be the sole responsibility of the customer to ensure that customer-provided equipment is compatible with the Company's facilities that provide service to the customer, and the utility shall not be responsible for any loss or damage due to or caused by the failure of customer-provided equipment to function on the Company's facilities.

B. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or otherwise affect its use or performance.

C. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems or equipment.

8.5 CONNECTION TO COMPANY FACILITIES VIA PROTECTIVE CIRCUITRY

A. Customer-Provided terminal equipment not conforming with Part 68 of the Federal Communications Commission Rules and Regulations may be connected to Company facilities for telecommunication service via protective circuitry provided by the Company. The charges for such protective circuitry will be based upon costs, including a return, and will be subject to approval by the Arkansas Public Service Commission.

B. The utility shall not be responsible for the through transmission of signals by customer-provided equipment or systems or for the quality of, or defects in such transmission, or the reception of signals by customer-provided equipment or systems.
CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

8.6 Trouble Isolation Charge (a.k.a. Maintenance of Service Charge)

A. Description

The Trouble isolation Charge is applicable when the Company makes a repair or trouble isolation visit to the customer’s premises to test the central office line, up to the demarcation point in response to a trouble reported by the customer, and a service difficulty is found to be caused by customer-provided equipment, wire, facilities or communications system on the customer’s side of the network interface device. If the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer’s inside wiring, a technician will not be dispatched to the customer’s premises. If, upon customer demand, a technician is dispatched and the line tests clear and trouble is not found in the Company facilities, the Trouble Isolation Charge will apply.

B. Application

The Trouble Isolation Charge will not apply when:

- Customer subscribes to an Inside Wire Maintenance Plan before a Company technician is dispatched
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device)
- The service difficulty or trouble is in Company-maintained equipment or wiring or no trouble is found
- Customer authorizes company repair of inside wiring and/or customer-provided equipment

C. Rates

Per occurrence, business and residence $85.00

(M) Material previously appeared on 1st Revised Page 4 of Section 12.

AR 19-11
CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

8.7 Inside Wire Maintenance Plans (a.k.a. Inside Wire Protection)

A. General

See CenturyLink Inside Wire Maintenance and Line-Backer™ Terms and Conditions Service Agreement for applicable terms and conditions for business and residence inside wire maintenance plans.

An Early Termination Fee as described in the aforementioned service agreement will apply when a customer who is subscribed to an inside wire maintenance plan under a nine-month minimum commitment period discontinues the plan prior to the end of the commitment period.

B. Rates

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<thead>
<tr>
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</table>

(M) Material previously appeared on 1st Revised Page 3 of Section 12.
CONCURRENCE

9.1 MESSAGE TOLL TELEPHONE SERVICE ("MTS")

A. Rates

1. The Company concurs in the CenturyTel of Mountain Home, Inc. d/b/a CenturyLink Local Terms of Service, together with amendments and successive issues, for the purpose of providing intrastate intra-LATA message toll telephone service within the Company's service area within the State of Arkansas.

9.2 INTEREXCHANGE PRIVATE LINE SERVICE

A. Rates

1. The Company concurs in the private line service tariff of Southwestern Bell Telephone Company, together with amendments and successive issues, for the purpose of providing private line services and channels between the Company's service area and other areas within the Arkansas intrastate intralATA jurisdiction.

9.3 INTRASTATE ACCESS

A. Rates

1. The Company concurs with the Intrastate Flat Rate Carrier Common Line Service Tariff, filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter. The Company's Carrier Common Line Access Service rates are listed in the CenturyTel of Mountain Home, Inc. Intrastate Access Service Tariff, as filed with the Arkansas Public Service Commission.

2. The Company concurs with the Intrastate Access Service Tariff for Traffic Sensitive, Special Access and other Miscellaneous Services, filed by CenturyTel of Mountain Home, Inc. in Docket 86-160-U, approved October 31, 1988, Order 41, and as amended thereafter.

3. The Company concurs with the Universal Service Fund Tariff filed by the Administrator of the Arkansas Intrastate Carrier Common Line Pool and as amended thereafter.

9.4 REMOTE CALL FORWARDING

The Company concurs with the terms, conditions and rates contained in the CenturyTel of Mountain Home, Inc. d/b/a CenturyLink Local Terms of Service, together with amendments and successive issues, for the purpose of providing Remote Call Forwarding within the Company's service area.
FOREIGN EXCHANGE SERVICE

10.1 GENERAL REGULATIONS

A. Foreign exchange service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer located.

B. For the purpose of this tariff, the term, "Foreign Exchange" shall mean the exchange from which foreign exchange service is furnished. The term, "Normal Exchange" shall mean the exchange normally serving the area in which the customer's premises is located. The term "Interexchange Channel" designates that portion of the foreign exchange service circuit which is provided between the toll rate centers of the foreign and normal exchanges.

C. Foreign exchange service does not come within the Company's general undertaking nor does the Company obligate itself to furnish such service generally; but will do so at its option where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.

D. Foreign exchange service will be furnished only when both the normal and foreign exchange are located within this State.

E. Where the normal exchange is operated by the Company, foreign exchange service is furnished only on the condition that the applicant is a customer to individual line business service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition when a foreign exchange service customer discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office that the foreign exchange service may be discontinued ten (10) days thereafter.

F. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.

G. Foreign exchange service will be furnished at the rates contained in this tariff section, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses and/or special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.
FOREIGN EXCHANGE SERVICE

10.1 GENERAL REGULATIONS (Cont’d)

H. The use of the service is limited to the customer and his employees. If any customer to this service is found to be transferring or transmitting messages for parties other than authorized above in the normal exchange area, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.

I. Mileage Measurements

1. Interexchange mileage is the V and H Coordinate Miles between the toll rate centers of the two exchanges involved. For that portion of the interexchange channel facilities furnished by another telephone company between toll rate centers of the two exchanges involved, the interexchange channel facility mileage charges of such company will apply.

10.2 RATES

A. The rates for foreign exchange service will be as follows:

1. A non-recurring service connection charge will be charged based upon Southwestern Bell Telephone Company's Private Line Service Tariff.

2. Where all or a portion of the interexchange channel facilities are furnished by the Company, a monthly mileage charge will apply for each circuit. This mileage charge will be charged based upon Southwestern Bell Telephone Company's Private Line Service Tariff.

3. Where all or a portion of the interexchange channel facilities are furnished by another telephone company, charges shall apply to such interexchange channel facilities as specified in the regulations of such participating company for the portion of the interexchange channel provided.

4. A monthly channel termination charge will be applied for foreign exchange service based upon the applicable rate contained in Southwestern Bell Telephone Company's Private Line Service Tariff.
FOREIGN EXCHANGE SERVICE

10.2 RATES (Cont'd)

A. The rates for foreign exchange service will be as follows: (Cont'd

5. A monthly point of termination charge will be applied for foreign exchange service based upon the applicable rate in Southwestern Bell Telephone Company's Private Line Service Tariff.

6. A monthly charge will apply to all foreign exchange extension line service based upon Southwestern Bell Telephone Company's Private Line Service Tariff.

B. In cases where foreign exchange service is requested by a customer of another telephone company into an exchange of this Company, applicable charges based upon Southwestern Bell Telephone Company's Private Line Service Tariff will be charged to the telephone company serving the customer requesting the service.
MUNICIPAL AND COUNTY TAXES

11.1 MUNICIPAL TAX CLAUSE

A. General

1. Municipal and County taxes legally imposed through approved ordinances or otherwise, shall be billed to the customers receiving service within the territorial limits. Such billing shall allocate the occupation tax, license tax, permit fee, franchise fee, or other similar charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee or charge.

2. The municipal tax rate shall be subject to an increase or decrease in proportion to the amount of new or revised excise, license, privilege or franchise taxes (except ad valorem and income taxes) which the Company may hereafter have to pay, which are levied or imposed, or increased, or decreased by laws or ordinances. Such adjustments shall be recovered only from those customers within jurisdictional boundaries of the taxing bodies and shall be referenced on the face of the bill.
CHARGES RELATED TO CUSTOMER ACTIVITY

12.1 APPLICABLE SERVICE AREA
   A. To all customers taking telephone service under the Company's rate schedules as they are now or as they may in the future be filed and approved by the Arkansas Public Service Commission.

12.2 CUSTOMER ACCOUNT RECORD STATEMENT
   A. The Company will charge a fee of five dollars ($5.00) per monthly statement when a customer or any authorized party requests a statement of the customer's account record as described by the Commission's General Service Rules.

12.3 DEPOSIT FROM APPLICANT
   A. Under certain conditions, the Company may require a deposit from an applicant pursuant to the provisions of the Commission's General Service Rules.

12.4 DEPOSIT FROM CUSTOMER
   A. Under certain conditions, the Company may require a new deposit or an increase in the amount of a deposit from a customer pursuant to the provisions of the Commission's General Service Rules.
   B. When the Company charges a new or additional deposit, the total amount on deposit at anytime shall not be more than the total of the customer's two highest bills during the last twelve (12) months, except in instances of tampering or bankruptcy.
Section 12

CHARGES RELATED TO CUSTOMER ACTIVITY

12.5 DEPOSIT DUE TO BANKRUPTCY

A. In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, the Company may require an applicant or customer to furnish adequate assurance of payment in the form of a deposit or other security. For customer, this deposit may be in addition to all other deposits posted with the Company before the bankruptcy filing.

12.6 RETURNED CHECK CHARGE

A. The Company will charge a returned check fee of $30.00 when a customer pays by check and the check is returned to the Company for any reason other than bank error.

12.7 COLLECTION FEE

A. The Company does not suspend service at the customer's premises; therefore, no collection fee is applicable.

12.8 LATE PAY CHARGE (a.k.a. LATE PAYMENT CHARGE)

A. Bills not paid within the first twenty-two calendar days after the date that the bill is mailed will be subject to a late pay charge. The amount of that charge shall be the greater of $8.00 or 5% of the entire unpaid balance. These terms of payment apply to all services contained in this document.
CHARGES RELATED TO CUSTOMER ACTIVITY

12.9 RECONNECTION FEE

A. Customer’s service may be suspended for failure of the customer to pay charges for toll and/or local service.

B. Service will be reconnected upon payment of all past-due charges and a charge for reconnection will be made. Service will be connected in accordance with the General Service Rules.

C. If service is not reconnected within 7 days after suspension for nonpayment, the account may be terminated by the Telephone Company without further notice to the customer.

D. Rates

1. Reconnect existing service, each account, provided equipment is utilized without change in type or location.

   a. Private Lines - a reconnection charge of a Service Ordering Charge and a Central Office Line Connection Charge will apply.
12.10 INTEREST CHARGE ON DELAYED PAYMENT AGREEMENTS

The Company may charge interest on delayed payment agreements equal to the interest rate set by the Commission annually for customer deposits.

12.11 RESERVED

12.12 COPY OF BILL

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished. The customer shall be informed of the charge at the time of the request.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>$4.00</td>
<td>$7.00</td>
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</tbody>
</table>

(M) Material previously appearing on this page has been moved to Page 4 of Section 8.
13.1 DESCRIPTION

A. Centrex is a business communications system furnished only from a suitably equipped central office and is offered subject to the availability of facilities and applicable generic feature programs. It is a central office based service arrangement. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Access to and/or from the public network from the station lines is provided via controlled access. The customer chooses the level of unblocked access desired to and from the general network.

B. Centrex enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.

13.2 TERMS AND CONDITIONS

A. Centrex is offered for a minimum period of one month.

B. For purposes of applying Centrex rates and charges, a Customer Group shares a common dialing plan with a single billing entity responsible for payment of rates and charges.

C. Centrex Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for the provision of all wire terminal equipment, and/or cable facilities on the customer’s side of the network demarcation. Any such facilities installed or provided by the Company will be provided on a time and material basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of Centrex Service.
CENTREX SERVICE

13.2 TERMS AND CONDITIONS

D. Private Line charges apply if facilities are required to provision a channel termination located in a different central office exchange area than the one in which the dial switching equipment is located.

E. Temporary suspension of service is not offered for Centrex.

F. The Company will provide one main directory listing for a customer in the regular exchange directory.

G. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.

H. If facilities to provide Centrex are not readily available, the customer may be charged the cost of construction for new facilities from the serving central office to the customer premises.

I. Customers may subscribe to Centrex Service on a month-to-month basis, or for a contractual period of either 24, 36, 48 or 60 months. Customers with over 200 lines may subscribe to Centrex Service by contract on an individual case basis (ICB). If contractual service is terminated prior to its full term, customers shall pay a termination charge in an amount equal to the difference between the amount that would have been billed for month-to-month service.
CENTREX SERVICE

13.3 FEATURE PACKAGES

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

A. Package 1: Digital Centrex Small Business Feature Package

1. Direct Outward Dial Lines
   This feature allows station users to place external calls to the exchange network without attendant assistance.

2. Direct Inward Dial to Lines
   This feature allows incoming calls from the exchange network to reach specific stations without attendant assistance.

3. Station-to-Station Calling with Common Dial Plan
   This feature allows station users to call each other using station extension numbers.

4. Touch Tone Dialing
   This feature provides for touch tone dialing.

5. Transfer of all Calls
   This feature allows a station user to transfer calls from one line to another line.

6. Call Hold
   This feature allows the user to hold one call for any length of time provided neither party goes on hook. With a call on Call Hold, the station user holding the call can place another call.

7. Conference 3-Way Call
   This feature allows a station to call a DN, flash the switch hook to put the party on hold and dial a second DN to establish a 3-way conference call.

8. Call Forwarding Variable - Inside or Outside of Centrex Group
   This feature provides the option of forwarding all the station’s incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

A. Package 1: Digital Centrex Small Business Feature Package (Cont’d)

9. Call Forwarding - Busy/Don't Answer
   This feature provides the option of fixed forwarding of a station’s incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

10. Cancel Call Waiting
    This feature allows the subscriber to cancel the Call Waiting function for the duration of one call in order to prevent call waiting tones from interrupting the call.

11. Call Waiting
    This feature notifies a subscriber who is on the telephone that another caller is attempting to call.

12. Call Diversion/Restriction
    This feature allows a Class of Service assignment per station.

13. DN Hunting
    This feature increases the likelihood of an incoming call being completed within a customer-defined group of lines. This feature offers the call to a sequence of other lines, searching for an idle line on which to complete the call.

14. Speed Call-Individual
    This feature provides the convenience of one or two digit dialing of most commonly called DNs.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

B. Package 2: Digital Centrex Standard Package
This Package includes all features listed in Package 1, plus the following features:

1. Automatic Line
   This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned directory number.

2. Blind Transfer Recall
   This feature allows a call that has been transferred but the called station did not answer to return to the originating station that transferred the call.

3. Call Forwarding of Call Waited Calls*
   This feature allows call waiting calls that are not answered within a set period of time to automatically forward to a predetermined destination.

4. Call Forwarding Remote Access
   This feature allows subscribers to activate or deactivate Call Forward Universal or to change the forward-to destination when they are at a remote location - away from the office.

5. Call Forward Timed-User Control of Rings*
   This feature enables a user to set a period of time a forwarded call will ring before it is routed to the attendant.

6. Call Park per Station
   This feature allows a station user to park a call and then retrieve it again from the same or a different station.

7. Call Pick-up Groups
   This feature enables a subscriber to answer a call to an unattended station within the same group.

* This feature is available only where technically feasible and where facilities permit.
13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

B. Package 2: Digital Centrex Standard Package (Cont’d)
This Package includes all features listed in Package 1, plus the following features:

8. Call Screening, Monitoring & Intercept*
   This feature provides a means of monitoring and intercepting calls enhancing the functionality of NBAS.

9. Call Waiting Originating*
   This feature allows an originating line to impose a call waiting tone automatically on a busy called line that is in the customer group.

10. Call Waiting - 3 Way Conference Capability*
    This enhancement to Call Waiting allows an incoming call waiting caller to be conferenced into the existing two party call.

11. Conference Hold*
    This feature allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call.

12. Conference 6-Port Call*
    This feature allows attendants and/or station users to establish conference calls of up to 6 participants. Other participants may be internal or external to the system.

13. Consultation Hold*
    This feature allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

14. Dial Call Waiting
    This feature permits a station user to impose a call waiting tone on a busy station within their customer group that normally does not have call waiting. This feature is applied at the discretion of the calling station user by dialing an access code.

* This feature is available only where technically feasible and where facilities permit.

AR 14-11 (S)
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

B. Package 2: Digital Centrex Standard Package (Cont’d)
This Package includes all features listed in Package 1, plus the following features:

15. Directed Call Park
This feature provides stations with the capability of parking one call against any valid station directory number appearance in the system. It can then be retrieved from any other station within the customer group.

16. Directed Call Pick-up
This feature enables a subscriber to answer a call to an unattended station within the same group.

17. Distinctive Ringing
This feature provides different ringing patterns for internal and external calls.

18. Do Not Disturb (DND)*
This feature provides an arrangement that intercepts incoming calls during specific periods of time when a station user does not want to be disturbed.

19. Executive Busy Override
This feature allows a station user to access a busy station.

20. Flexible Route Selection*
This service allows the user to route calls to the attendant, tone or an announcement.

21. Last Number Redial
This feature allows a station user to redial the last number dialed by utilizing an access code.

22. Meet-Me Conference
This feature allows a user to arrange a conference in advance by instructing all conferees to dial a specific number at a given time.

* This feature is available only where technically feasible and where facilities permit.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

B. Package 2: Digital Centrex Standard Package (Cont’d)
This Package includes all features listed in Package 1, plus the following features:

23. Music on Hold Capability*
This feature allows access to customer provided equipment that provides a continuous broadcast of music when a caller is placed on hold.

24. Message Service Indication*
This feature permits a station user to dial a code to access the station users or attendant who has activated Message Waiting.

25. Night Answer*
This feature allows an incoming call to be indicated by the ringing of a customer provided night bell or on a pre-designated line.

26. Ring Again
This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.

27. Speed Call – Group
This feature provides Speed Calling to a group of users, designating one line to a controller and allowing that controller to add to, change or delete numbers from the list.

28. Uniform Call Distribution (UCD)*
This feature allows an algorithm to be applied to incoming calls to uniformly distribute them among a group of available lines.

29. Virtual Facilities Group
This feature allows an incoming or outgoing line to be accessed by multiple users. The Virtual Facilities Group is usually assigned to a DN designed to meet the needs of customers with large volumes of incoming or outgoing long

* This feature is available only where technically feasible and where facilities permit.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

C. Package 3: Digital Centrex Advanced Package
The features in this Package are available only where facilities permit. This Package includes all features listed in Packages 1 and 2, plus the following features:

1. Account Codes*
   This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.

2. Authorization Codes*
   This feature is used to identify callers for billing purposes, assign a network class of service, and control network access.

3. Direct Inward System Access (DISA)*
   This feature permits selected outside callers to dial from a Meridian Switched Network directly into the DMS 100 ISDN node and gain access to network facilities, without attendant assistance.

4. Preset Conference*
   This feature allows a Meridian Digital Centrex station, trunk, or Attendant Console to establish a preset conference by dialing a specific directory number (DN).

5. SMDR Record Output*
   This feature provides a Station Message Detail Report (SMDR) formatted-type record of chargeable and non-chargeable calls for each customer group. Call types and other message detail information can be specified for recording, at the customer group level.

6. Station Activation of Call Forward, Busy/Call Forward, Don’t Answer*
   This feature enables 500/2500-set and Meridian Business Set users to activate and deactivate Call Forward, Busy and Call Forward, Don’t Answer from their sets by using dialed feature-access codes.

7. Time of Day Routing*
   This feature enables cost-effective use of facilities by allowing or denying route choices based on the time of day.

* This feature is available only where technically feasible and where facilities permit.

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CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

D. Package 4: Digital Centrex MBS Set Package
   This Package may be added to Packages 1, 2 or 3 and includes the following features:

1. Attendant Mini-Console Operation with DSS/BLF Operation
   This is an answering position, allowing the user to easily monitor the busy/idle status of station, answers and screens incoming call and picks up unanswered calls.

2. Automatic Dial Key
   This feature can only work on a Meridian Business Set. This feature allows a subscriber to call a frequently dialed number by pressing the assigned feature key.

3. Called Name/Number Display - MBS
   This feature will only work on a Meridian Business Set (MBS). This feature allows the caller to view who they called.

4. Calling Name/Number Display - MBS
   This feature will only work on a Meridian Business Set (MBS). This feature allows the subscriber to see the name or number of the party calling.

5. Call Park Recall Identification
   This feature will only work on a Meridian Business Set (MBS). This feature will allow a call that has been parked to recall after a certain period if no one has picked that call up.

6. Group Intercom
   This feature allows a station abbreviated dialing to other station members within the same group intercom. The number of members will determine the dialing scheme.

7. Multiple Appearance Directory Number (MADN)
   This feature allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

D. Package 4: Digital Centrex MBS Set Package (Cont’d)
This Package may be added to Packages 1, 2 or 3 and includes the following features:

8. On-Hook Dialing
   This feature will work only on a Meridian Business Set (MBS). This feature allows the station user to dial their business set without having to pick up the handset (hands-free).

9. Reason Display - MBS
   This feature will work only on a Meridian Business Set (MBS). This feature allows various information to be displayed for MBS subscribers with display models.

10. Station Camp On
    This feature allows an attendant or other group member of an IBS group to extend a call to a busy station within the same IBS group. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

E. Package 5: Digital Centrex Advanced MBS Set Package
This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

1. Automatic Answer Back
   This feature allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.

2. Busy Override
   This feature enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.

3. Call Back Queuing
   This feature allows a station user encountering an all trunks busy condition the option of being notified when a trunk becomes idle and then being automatically connected to the called number.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

E. Package 5: Digital Centrex Advanced MBS Set Package (Cont’d)
This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

4. Call Forward of DN’s on a per Key Basis
   This feature enables each directory number (DN) assigned this feature to be forwarded to a different DN (and destination).

5. Fast Transfer/Single Button Transfer
   This feature, which provides Transfer on Release capability, speeds up call handling of calls by reducing the number of keystrokes needed to transfer a call and by eliminating the need to first conference the call.

6. Feature Inspect Key
   This feature gives station users of MBS with display easy access to important information about both the set’s assigned features and incoming calls.

7. Group Intercom - Group Voice Page
   This feature enables any MBS station user who is a member of a group intercom group to simultaneously page up to 29 predefined MBS-equipped members in the same group.

8. Group Intercom - Individual Voice Page
   This feature allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.

9. Individual Intercom
   This feature allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.

10. Instant Change Order- User Control of Feature Changes
    This feature allows the customers to reassign feature buttons on MBS sets.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

E. Package 5: Digital Centrex Advanced MBS Set Package (Cont’d)
   This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

11. Listen On Hold
    This feature allows a user to place a called party on hold and listen through the speaker to determine when the call has been reestablished.

12. MADN Ring Options
    This feature provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.

13. Make Set Busy
    This feature allows a terminal to be made busy to incoming calls.

14. Message Service Capability
    This feature stores information of incoming unanswered calls and displays the information on a MBS set. Multiple options allow the user to scroll through, return, and erase the captured message.

15. Music On Hold Capability
    This feature provides a continuous broadcast of music and optionally, a recorded announcement to callers who are waiting to be connected.

16. Private Line Assignment
    This feature allows the user to give a directory number the appearance of a POTS line. The private line has a POTS dialing plan.

17. Query Busy Station
    This feature allows a user to query the busy/idle status of a designated station within the group. If the station is busy when the query is made, the line is monitored and the querying set is alerted as soon as the station becomes idle.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

E. Package 5: Digital Centrex Advanced MBS Set Package (Cont’d)
This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

18. Secondary MADN Call Forwarding Activation
This feature enables secondary members of a Multiple Appearance Directory Number (MADN) group to activate and deactivate Call Forward from Meridian Business Sets or 500/2500 sets.

19. Short Hunt on DN Keys
This feature permits incoming calls to hunt over a set of directory number appearances in search of an idle DN on which to terminate.

20. Single Line Queue for Mini Console
This feature provides queuing capability to mini-console attendants or other MBS users without the additional expense of Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD) software.

21. Station Message Waiting Activation
This feature permits a station user to dial codes to access another station user or attendant who has activated Message Waiting.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

F. Package 6: Digital Centrex Caller ID Package
This Package may be added to Packages 1, 2 or 3 and includes the following features:

1. Automatic Recall
   This feature gives the subscriber the convenience of recalling the last incoming call without having to know the directory number of that call.

2. Automatic Re-dial
   This feature allows a subscriber to automatically reach the last dialed directory number without having to redial the entire directory number.

3. Calling Name/Number Delivery
   This feature allows the caller’s name and number information to be displayed at the called party’s telephone (this telephone must have Caller ID capability).

4. Calling Name/Number Delivery Blocking
   This feature allows the subscriber to alter the privacy status of name and number information on a per-call basis.

5. Call Waiting Caller Name/Number Delivery
   This feature allows the station user to hear the Call Waiting tone while the caller’s name and number appear on the stations CPE (a special type of CPE must be present for this feature to work).

6. Customer Originated Trace
   This feature allows a subscriber who has been receiving harassing or prank calls to activate an immediate trace of the last incoming call, without requiring prior approval and manual intervention by the service provider.
13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

G. Digital Centrex ACD Call Center Package*
   The features in this Package are available only where facilities permit. This Package may be added to Packages 1, 2 or 3; and includes the following features:

1. Abandon Call Clearing*
   This feature eliminates unnecessary held connections by returning abandoned calls to an idle state.

2. Access to Management Reports*
   This feature allows users to receive call management reports either scheduled or on demand. It allows the customer to optimize operations by reassigning agents or reconfiguring routing schemes to match call volumes.

3. Agent Call Distribution Queuing*
   This feature ensures an even distribution of calls among the agents in the group.

4. Agent Status Lamp*
   This feature allows the supervisor to track the status of each agent position in the group.

5. Call Agent Key*
   This feature allows a supervisor to communicate directly with an agent by using the call agent key.

6. Call Forcing with Optional Tone*
   This feature enhances the existing Call Forcing capability by providing more flexibility in configuring and assigning Call Forcing to ACD groups and individual agents.

7. Call Load Management Controls*
   This feature allows the user to take advantage of load management commands that allow sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group’s agent positions.

* This feature is available only where technically feasible and where facilities permit.

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CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

G. Digital Centrex ACD Call Center Package* (Cont’d)
The features in this Package are available only where facilities permit. This Package may be added to Packages 1, 2 or 3; and includes the following features:

8. Directory Numbers up to 17*  
This feature enables the assignment of up to 17 DN’s including a primary ACD directory number and up to 16 supplementary ACD directory numbers.

9. Display Agents Summary Key*  
This feature-key activated option enables the ACD supervisor using a business set with display to quickly check the status of all ACD agent positions assigned to a predetermined group.

10. Flexible Observe Agent*  
This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

11. Forced Agent Availability*  
This feature allows the ACD supervisor to require an agent to receive incoming ACD calls even though the agent has pressed the Not Ready key.

12. Group Status Display on Set*  
This feature allows the customer to review statistics on DMS Meridian ACD group status at customer-specified intervals. This information is displayed at a customer-premises ASCII terminal.

13. Line of Business Codes*  
This feature enhances the existing ACD Line of Business Code feature by increasing the number of business codes an agent can enter for each call from one to three.

* This feature is available only where technically feasible and where facilities permit.
CENTREX SERVICE

13.3 FEATURE PACKAGES (Cont’d)

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

G. Digital Centrex ACD Call Center Package* (Cont’d)
The features in this Package are available only where facilities permit. This Package may be added to Packages 1, 2 or 3; and includes the following features:

14. Music on Delay after Recorded Message*
This feature allows the user to further minimize callers abandoning during extended delays by providing the option of broadcasting a recorded delay announcement.

15. Observe Agent Key*
This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

16. Overflow of Queued Calls - up to 4 alternative destinations*
This feature allows calls that have been queued for a predetermined amount of time to be routed to up to 4 alternative destinations.

17. Super-Groups*
This feature enables multiple ACD groups (situated in a single or multiple location) to distribute calls dynamically among the separate groups based on the agents available at the time.

18. Supervisor Position Capability*
This feature enables a Supervisor to manage a group of ACD agents. The Supervisor can monitor the performance of ACD agents and the quality of service being provided callers.

19. Variable Wrap up Time*
This data fillable feature enables ACD customers to establish a predetermined interval between an agent completing one call and receiving the next one.

* This feature is available only where technically feasible and where facilities permit.
CENTREX SERVICE

13.4 RATES AND CHARGES

The charges that apply to Centrex are: one Customer Line Charge for each line terminated at customer locations, one or more Feature Package charges per line, one Attendant Console Feature if applicable, and any optional features. Additionally, term, volume, and blocking discounts are to be applied based upon the total number of Centrex lines billed to the customer.

The appropriate Customer Line rate is calculated as follows:

- The first line at each Service Location pays the appropriate B1 rate plus $17.50.

- Each additional line at a Service Location pays the appropriate B1 rate minus $7.00. (See Section V Sheet No. 2 preceding)

Nonrecurring Charges from Section VII apply in addition to the above charges.

Each line is then charged for any additional features from the options listed on the following pages.

Discounts are to be based upon the total number of Centrex lines billed to the customer and are calculated as follows:

<table>
<thead>
<tr>
<th>Term Discount</th>
<th>Length of Contract</th>
<th>Discount per Line</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24 Months</td>
<td>$0.25</td>
</tr>
<tr>
<td></td>
<td>36 Months</td>
<td>$0.50</td>
</tr>
<tr>
<td></td>
<td>48 Months</td>
<td>$0.75</td>
</tr>
<tr>
<td></td>
<td>60 Months</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volume Discount</th>
<th>Total Centrex Lines</th>
<th>Discount per Line</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11 - 20 lines</td>
<td>$0.25</td>
</tr>
<tr>
<td></td>
<td>21 - 100 lines</td>
<td>$0.50</td>
</tr>
<tr>
<td></td>
<td>101 &amp; over lines</td>
<td>$0.75</td>
</tr>
</tbody>
</table>
CENTREX SERVICE

13.4 RATES AND CHARGES (Cont’d)

<table>
<thead>
<tr>
<th>Blocking Discount*</th>
<th>Level of Access</th>
<th>Discount per Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>60 - 80%</td>
<td>$0.50</td>
</tr>
<tr>
<td>Tier 2</td>
<td>40 - 59%</td>
<td>$1.00</td>
</tr>
<tr>
<td>Tier 3</td>
<td>20 - 39%</td>
<td>$1.50</td>
</tr>
<tr>
<td>Tier 4</td>
<td>less than 20%</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the charges below:

A. Customer Lines

<table>
<thead>
<tr>
<th>2 - 10 Lines</th>
<th>First Line</th>
<th>Additional lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month to Month</td>
<td>$37.65</td>
<td>$13.15</td>
</tr>
<tr>
<td>24 Months</td>
<td>37.40</td>
<td>12.90</td>
</tr>
<tr>
<td>36 Months</td>
<td>37.15</td>
<td>12.65</td>
</tr>
<tr>
<td>48 Months</td>
<td>36.90</td>
<td>12.40</td>
</tr>
<tr>
<td>60 Months</td>
<td>36.65</td>
<td>12.15</td>
</tr>
</tbody>
</table>

* The blocking discount is based on the level of access to or from the public network that the customer desires. For example, if a customer has 200 lines and wants to be able to obtain access to or from the public network from 50 of those lines at the same time, the level of access would be 25 percent, making the customer eligible for a $1.50 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.
### CENTREX SERVICE

**13.4 RATES AND CHARGES (Cont’d)**

**A. Customer Lines (Cont’d)**

<table>
<thead>
<tr>
<th>Lines</th>
<th>First Line</th>
<th>Additional lines</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>11 - 20 Lines</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>$37.40</td>
<td>$12.90</td>
</tr>
<tr>
<td>24 Months</td>
<td>$37.15</td>
<td>$12.65</td>
</tr>
<tr>
<td>36 Months</td>
<td>$36.90</td>
<td>$12.40</td>
</tr>
<tr>
<td>48 Months</td>
<td>$36.65</td>
<td>$12.15</td>
</tr>
<tr>
<td>60 Months</td>
<td>$36.40</td>
<td>$11.90</td>
</tr>
<tr>
<td><strong>21 - 100 Lines</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>$37.15</td>
<td>$12.65</td>
</tr>
<tr>
<td>24 Months</td>
<td>$36.90</td>
<td>$12.40</td>
</tr>
<tr>
<td>36 Months</td>
<td>$36.65</td>
<td>$12.15</td>
</tr>
<tr>
<td>48 Months</td>
<td>$36.40</td>
<td>$11.90</td>
</tr>
<tr>
<td>60 Months</td>
<td>$36.15</td>
<td>$11.65</td>
</tr>
<tr>
<td><strong>101 &amp; over Lines</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>$36.90</td>
<td>$12.40</td>
</tr>
<tr>
<td>24 Months</td>
<td>$36.65</td>
<td>$12.15</td>
</tr>
<tr>
<td>36 Months</td>
<td>$36.40</td>
<td>$11.90</td>
</tr>
<tr>
<td>48 Months</td>
<td>$36.15</td>
<td>$11.65</td>
</tr>
<tr>
<td>60 Months</td>
<td>$35.90</td>
<td>$11.40</td>
</tr>
</tbody>
</table>

Nonrecurring charges in Section 6 apply in addition to the above monthly rates.
CENTREX SERVICE

13.4 RATES AND CHARGES (Cont’d)

B. Feature Packages

<table>
<thead>
<tr>
<th>Package 1: Digital Centrex Small Business Feature</th>
<th>Nonrecurring Charge*</th>
<th>Additional Monthly Per Line Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package 2: Digital Centrex Standard Package</td>
<td>$20.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>Package 3: Digital Centrex Advanced Features</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package 4: Digital Centrex MBS Set Package</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package 5: Digital Centrex Advanced MBS Set</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package 6: Digital Centrex Caller ID Package:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package 7: Digital Centrex ACD Call Center</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C. Attendant Console**

<table>
<thead>
<tr>
<th>Per Console</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$275.00</td>
<td>$68.85</td>
</tr>
</tbody>
</table>

D. Optional Features***

<table>
<thead>
<tr>
<th>Feature Description</th>
<th>Per Customer Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networking for Multiple hosted ACD Group</td>
<td>ICB</td>
</tr>
<tr>
<td>Networking for Multiple hosted Centrex Group</td>
<td>ICB</td>
</tr>
</tbody>
</table>

* Customers selecting Packages 1, 2 or 3 will pay only one nonrecurring charge which will be the charge associated with the highest package number selected. The nonrecurring charge applies per customer group.

** Attendant Console rates are per console and do not include CPE.

*** Additional optional Features may be available to customers on an Individual Case Basis.
CUSTOM CALLING SERVICES

14.1 GENERAL REGULATIONS

A. Custom Calling Service consists of one or more of the following features which provides special kinds of customer-controlled communications features on individual service lines. Custom Calling Service is available only through central offices which, at the Company’s option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described as follows:

1. Call Forwarding - Permits a customer to transfer incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his call forwarding-equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. Call Forwarding is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Call Forwarding appear in Section 15.

2. Call Forward Busy - This feature automatically transfers incoming calls to a pre-designated telephone number when the primary line is busy. This service is fixed by the Company to be active, or can be activated and deactivated by the customer. Once activated, Call Forwarding Busy is in effect any time an incoming caller encounters a busy line. A subscriber can change the forward to numbers at their discretion without contacting the Company.

3. Call Forward No Answer - This feature automatically transfers incoming calls to a pre-designated telephone number when the primary line is not answered after a specified number of rings. This service is fixed by the Company to be active, or can be activated and deactivated by the subscriber. Once activated, Call Forward No Answer remains in effect any time an incoming call is not answered after the specified number of rings. A subscriber can change the forward to numbers at their discretion without contacting the Company.

4. Call Forward Remote Access - Allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.
CUSTOM CALLING SERVICES

14.1 GENERAL REGULATIONS (Cont’d)

A. Custom Calling Service consists of one or more of the following … (Cont’d)

5. Call Pickup - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup feature permits a station to answer calls incoming to another station within the same pickup group.

6. Call Transfer - (Three-Way Calling with Transfer) Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

7. Call Waiting (with Cancel Feature) - Alerts a customer who is using his telephone that another caller is trying to reach him. Where central office facilities permit, customers can cancel the call waiting feature before a telephone call or during a telephone call if the customer subscribes to three-way calling.

8. Direct Line - The Direct Line feature provides direct routing of a call to a predetermined telephone number without dialing. In addition, the Direct Line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the time period, the programmed number is canceled and the dialed number is processed.

9. Home Intercom - Allows a customer to communicate between telephone instruments connected to the same single party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.
CUSTOM CALLING SERVICES

14.1 GENERAL REGULATIONS (Cont’d)

A. Custom Calling Service consists of one or more of the following … (Cont’d)

10. Distinctive Ring - Enables a customer to add a second directory number to the same telephone line. With each of the two phones on the line having a coded ringing arrangement a customer can determine whom the call is for.

11. Speed Call 8/ Speed Call 30 - Enables a customer to place calls to other telephone numbers by dialing a one-or-two digit code rather than the complete telephone number. The eight-code capacity and/or the 30-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.

12. 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing three-way conversation. To remain a three-party conference the initiator must stay off-hook to maintain connections. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. 3-Way Calling is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Three Way Calling appear in Section 15.

13. Wake Up Service - Permits the customer to program a request for a wakeup call to ring at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

14. Outbound Call Block is a feature that blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Services and Advanced Calling Services are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence Individual Line Local Exchange Service customers.
14.2 CONDITIONS

A. Custom Calling Services will be provided in connection with individual and multi-line residence and business lines. Party line and trunk facilities customers are excluded.

B. The service will be furnished only at locations where adequate and suitable facilities are available.

C. Other facilities and miscellaneous service offerings requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable section of this document.

D. These services are limited to those areas served by central offices arranged for Custom Calling Services.

14.3 RATE SCHEDULES

A. The following charges are in addition to regular charges for class and grade of service furnished, and the applicable service ordering charge will apply for the installation of these services. A central office line connection will not apply.

<table>
<thead>
<tr>
<th>Available Features</th>
<th>Monthly Rates**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per C.O. Line Equipped</td>
</tr>
<tr>
<td></td>
<td>Residence</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>$5.00 (I)</td>
</tr>
<tr>
<td>Call Forward Busy</td>
<td>2.00 (I)</td>
</tr>
<tr>
<td>Call Forward No Answer</td>
<td>2.00 (I)</td>
</tr>
<tr>
<td>Call Forward Remote Access</td>
<td>3.50 (I)</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>5.00 (I)</td>
</tr>
<tr>
<td>Call Transfer</td>
<td>6.00 (I)</td>
</tr>
<tr>
<td>Call Waiting</td>
<td>6.00 (I)</td>
</tr>
<tr>
<td>Direct Line (1)</td>
<td>2.95*</td>
</tr>
<tr>
<td>Distinctive Ring</td>
<td>5.00* (I)</td>
</tr>
<tr>
<td>Home Intercom (1)</td>
<td>5.94</td>
</tr>
<tr>
<td>Speed Call</td>
<td></td>
</tr>
<tr>
<td>Speed Call 8</td>
<td>5.00 (I)</td>
</tr>
<tr>
<td>Speed Call 30</td>
<td>6.00 (I)</td>
</tr>
<tr>
<td>3-Way Calling</td>
<td>5.94</td>
</tr>
<tr>
<td>Wake Up Service (1)</td>
<td>6.00 (I)</td>
</tr>
<tr>
<td>Outbound Call Block Feature</td>
<td>5.00</td>
</tr>
</tbody>
</table>

* Not including additional directory number
** Charges are in addition to regular charges for class and grade of service furnished.
(1) Effective September 20, 2019, this feature is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.
14.3 RATE SCHEDULES

A. The following charges are in addition to regular charges for class and grade of service furnished, and the applicable service ordering charge will apply for the installation of these services. A central office line connection will not apply.

2. Feature Packages (1)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Monthly Rates</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
<td>Business</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/3-Way</td>
<td>$6.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/Call Forwarding</td>
<td>6.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/Speed Call 8</td>
<td>6.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/Speed Call 30</td>
<td>7.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/Call Forwarding/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed Call 8</td>
<td>8.50</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Waiting/Call Forwarding/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed Call 30</td>
<td>9.50</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>All Features/Speed Call 8</td>
<td>10.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>All Features/Speed Call 30</td>
<td>11.00</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

(1) Feature Packages are grandfathered to existing customers and will not be offered to new subscribers.
ADVANCED CALLING SERVICES

15.1 GENERAL

A. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

B. Advanced Calling Services can be provided on a stand-alone basis or as an enhancement of existing custom calling features to residential and business customers in central office switches having the generic capability of offering Advanced Calling Services.

15.2 REGULATIONS AND CONDITIONS

A. Advanced Calling services are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.

B. Advanced Calling Services will be offered on a subscription basis only except for Call Trace, which will be billed on a per-successful-activation basis, and Per-Call Blocking, which is provided to all customers free of charge.

C. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.

D. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.

E. To activate a feature, the subscriber must dial a company designated code (except Caller ID).

F. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.

G. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.
ADVANCED CALLING SERVICES

15.2 REGULATIONS AND CONDITIONS (Cont'd)

H. Caller ID is not available on operator handled calls.

I. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

J. Advanced Calling Services will not be available on party service, toll terminals, trunks or some remote switching locations.

K. A Service Order Charge, as listed elsewhere in this tariff, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advanced Calling Services.

L. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in other sections of this document.

M. Service order charges and monthly charges, as listed in this document, for the provision of Advanced Calling Services to employees living within an exchange served by this Company are waived for a period of 90 days after a central office is equipped to provide Advanced Calling Services.
ADVANCED CALLING SERVICES

15.3 DEFINITIONS

Anonymous Call Reject*77 - Permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls.

Call Return*69 - Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. Call Return*69 is also available on a usage sensitive basis. The rates and conditions for Usage Sensitive Call Return*69 appear in Section 15.6 following.

Call Return*69 cannot operate when:

A. A call originates from a central office that is not equipped for Advanced Call Service Features.

B. The calling party's (redialed) number has been Call Forwarded.

C. The call was blocked or was from a blocked line.
ADVANCED CALLING SERVICES

15.3 DEFINITIONS (Cont'd)

Call Trace*57 - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local Telephone Company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request of them. Call Trace*57 is billed per successful trace invoked by the customer.

A. If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

B. If a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation.

C. If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

D. When a customer is located in an exchange where Call Trace*57 is not available or calls originate from a central office that is not equipped for Advanced Call Service, manual Call Tracing may be invoked. Manual Call Tracing may also occur when, in the judgment of the Company or a law enforcement agency, the unwanted calls present a serious threat of bodily harm or destruction of property.

E. The Company shall offer a one time forgiveness of charges associated with Call Trace*57 in the event the service is activated unintentionally or by someone in the household without the authority to activate such service. The forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning the traced call/calls.

Call Waiting Disposition (DSCWID) - Call Waiting Disposition, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through soft keys on the customer's premises equipment. Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting. The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller ID.
ADVANCED CALLING SERVICES

15.3 DEFINITIONS (Cont’d)

Call Waiting ID - Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting Display is in addition to those for Call Waiting and Caller ID.

A. Caller ID Number Only - This feature enables the customer to receive the calling directory number on incoming calls. The directory number of the incoming call will be sent to the display of the Customer Premise Equipment during the first long silent interval of the ringing.

An originating caller's directory number may not be displayed at the called party under the following conditions:

1. The calling number will not be displayed if the called party is off-hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting.

2. The calling number will not be displayed if the called party answers the incoming call during the first ring interval.

3. The calling number will not be displayed if the calling party has blocked his call or has a blocked line.

Caller ID - This feature enables the customer to receive the calling party name and number on incoming calls. The Directory Name and Number of the incoming call will be sent to the display of the customer's premise equipment during the first long silent interval of the ringing. Caller ID will only be offered in conjunction with Caller ID Number Only.

An originating caller's Directory Name and Number may not be displayed at the called party under the following conditions:

A. The calling party's name and number will not be displayed if the called party is off hook. If customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.

B. The calling party's name and number will not be displayed if the called party answers during first ring interval.

C. The calling party's name and number will not be displayed if the calling party has blocked his or has a blocked line.
ADVANCED CALLING SERVICES

15.3 DEFINITIONS (Cont’d)

Caller ID (Per Call) Blocking - This feature enables customers to prevent delivery of their name and number on a per call basis by activating the appropriate code prior to placing a call. Caller ID (Per Call) Blocking is provided at no charge, to customers who are served from appropriately equipped central offices. Caller ID (Per Call) Blocking is not available with Payphone Service or PBX service without direct trunk access.

Caller ID (Per Line) Blocking – Allows a single line customer to make all calls with the delivery of the calling number identification marked as “private” to the people being called. If the pre-assigned access code is dialed, the calling number will be delivered on the next call placed. This option is only available to law enforcement agencies and private domestic violence intervention agencies.

VIP Alert – Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on hook or off.

Long Distance Alert – Provides a distinctive ring if the receiver is on hook to identify that an incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off hook and the customer also subscribes to Call Waiting.

Make Set Busy – The Make Set Busy feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to the line with the Make Set Busy feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

Busy Redial*66 – This feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes, both the called and calling lines are checked for availability. If the called line becomes idle, the customer is notified, via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically. Busy Redial*66 is also available as a usage sensitive feature. The rates and conditions for Usage Sensitive Busy Redial*66 appear on Sheet 17 and Sheet 18 following.
15.3 DEFINITIONS (Cont’d)

Selective Call Accept*64 - Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing the appropriate codes.

Selective Call Forward*63 - Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward*63 list will forward. Selective Call Forward*63 is activated or deactivated by dialing the appropriate codes. If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

Selective Call Reject*77 - Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. SCR is activated or deactivated by dialing the appropriate codes. Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Calling Service Feature functions.

Subscriber Activated Blocking/PIN - This feature allows a customer to activate or deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the call is routed to a restriction announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

Privacy Protector - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are completed as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the caller does not accept calls from telemarketers. Callers are advised to hang up if they are a telemarketer or press 1 if they are not a telemarketer. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must also subscribe to Caller ID.
ADVANCED CALLING SERVICES

15.4 RATES AND CHARGES

A. The rates and charges following are for Advanced Calling Services only and are in addition to the applicable Service Connection charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.

B. Local or Message Toll Service calls established by using Busy Redial*66 and Call Return*69 will be charged at the current rates.

C. A Service Order Charge is applicable when adding Advanced Calling Services as stated in Section VII of this tariff.

<table>
<thead>
<tr>
<th>Advanced Calling Service</th>
<th>Rates Per Month Residence</th>
<th>Rates Per Month Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous Call Reject*77 (1)</td>
<td>$5.00 (I)</td>
<td>5.94 (C)</td>
</tr>
<tr>
<td>Busy Redial*66</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Call Return*69</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Call Trace*57</td>
<td>5.95 per activation (29.75 month cap)</td>
<td>5.95 per activation (29.75 month cap)</td>
</tr>
<tr>
<td>Call Waiting Disposition (1)</td>
<td>5.00 (I)</td>
<td>5.94 (C)</td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td>2.00 (I)</td>
<td>2.00 (I)</td>
</tr>
<tr>
<td>Caller ID</td>
<td>10.74</td>
<td>11.94 (I)</td>
</tr>
<tr>
<td>Caller ID Number Only (1)</td>
<td>10.74 (I)</td>
<td>11.94 (I)</td>
</tr>
<tr>
<td>Long Distance Alert (1)</td>
<td>5.94</td>
<td>7.14 (C)</td>
</tr>
<tr>
<td>Make Set Busy (1)</td>
<td>5.00 (I)</td>
<td>5.00 (I)</td>
</tr>
<tr>
<td>Selective Call Accept*64</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Selective Call Forward*63</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Selective Call Reject*77</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Subscriber Activated Blocking/PIN (1)</td>
<td>5.00 (I)</td>
<td>5.00 (I)</td>
</tr>
<tr>
<td>VIP Alert</td>
<td>5.94</td>
<td>7.14</td>
</tr>
<tr>
<td>Privacy Protector (1)</td>
<td>5.00 (I)</td>
<td>5.00 (I)</td>
</tr>
</tbody>
</table>

(1) Grandfathered to existing customers at their present location.
ADVANCED CALLING SERVICES

15.5 RESERVED

(D)

(C)

(D)

(D)

AR 19-05
ADVANCED CALLING SERVICES

15.6 USAGE SENSITIVE CALLING FEATURES

A. Charges for usage sensitive calling features are in addition to any tariffed usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are covered in tariff sections specific to that particular call type, and are not impacted by the application of a per use charge.

Multiple feature discounts do not apply to usage sensitive features.

1. Rates and Charges

<table>
<thead>
<tr>
<th>Feature</th>
<th>Minimum Charge Per Activation or Use *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Busy Redial*66</td>
<td>$1.50 (I)</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>$1.50 (I)</td>
</tr>
<tr>
<td>Call Return*69</td>
<td>$1.50 (I)</td>
</tr>
<tr>
<td>Call Trace*57</td>
<td>$5.95</td>
</tr>
<tr>
<td>3-Way Calling</td>
<td>$1.50 (I)</td>
</tr>
</tbody>
</table>

* Usage sensitive rates for all features except Call Trace*57 will not exceed $10.00 per month. Call Trace*57 will not exceed $29.75.
ADVANCED CALLING SERVICES

15.6 USAGE SENSITIVE CALLING FEATURES (Cont’d)

B. Conditions

1. Call Trace*57 permits the customer to initiate an automatic trace of the last completed incoming immediately after the call is terminated. Call Trace*57 is billed per successful trace invoked by the customer.
   a. If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.
   b. If the trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording the telephone conversation. The Company will not provide any call detail which results from a trace to the customer subscribing to Call Trace*57. The Company will provide the call detail of a successful trace only to the appropriate law enforcement authorities when the Company receives a proper request.
   c. If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

2. At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Manual Call Tracing. This may occur when, in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. When the customer is located in an exchange where Call Trace*57 is not available or the unwanted calls originate from a central office that is not equipped for Advanced Calling Service Features or linked to appropriate facilities, Manual Call Tracing may be invoked.

3. 3-Way Calling - The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc. Access to the per use capability can be restricted at the customer's request at no charge.
16.1 GENERAL

A. Universal Emergency Number Service, also referred to as 911 Service, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.

B. 911 Service is offered subject to availability of facilities.

C. The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

D. Four types of 911 Service are offered: B911, C911, D911 and E911.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.2 DEFINITION OF TERMS

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Alternative Routing (AR) - A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP are busy, or (2) the primary PSAP closes down for a period. This is a standard feature of E911 Service.

Automatic Location Identification (ALI) - A feature by which the name (business accounts only) and the address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's will be identified with the address of the calling party's number.

Automatic Location Identification (ALI) Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers and Emergency Service Numbers to be used for 9-1-1 purposes. This database, once provided to the Customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Automatic Number Identification (ANI) - A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

B911 - A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

C911 - A service which provides the B911 feature as well as Called Party Hold, Switchhook Status, Forced Disconnect, Idle Tone and Emergency Ringback.

D911 - A service which provides the B911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.

Data Management System (DMS) - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.2 DEFINITION OF TERMS (Cont’d)

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. The Customer has public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area arranged for 9-1-1 calling. May also be referred to as “9-1-1 Customer”.

Default Routing (DR) - A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped with Selective Routing. Four party and rural service will be default routed.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Display and Transfer Unit - A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

E911 - An expanded service that provides features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 has other standard and optional features which may or may not be available with B911, C911 or D911.

End Office - The Central Office(s) in the E911 System which receives originating 911 calls.

End Users - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.2 DEFINITION OF TERMS (Cont’d)

Enhanced 911 (E911) Control Office - The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

Enhanced 911 Service Area - The geographic area in which the Customer will respond to all E911 calls and dispatch appropriate assistance.

Emergency Service Number (ESN) - A number that is assigned by the Customer to all telephone subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant of the ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in routing calls to the correct PSAP.

Fixed Transfer - A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect - A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

Host Provider or Lead Telco - The telephone company that serves the exchange in which the Customer's PSAP is located and provides 9-1-1 Service and, where applicable, acts as the coordinator of other regulated telephone companies that serve as secondary providers within the Customer's serving area.

Lead Telephone Company – The telephone company that owns and operates the Selective Routers that are used for 9-1-1 access to a PSAP.

Manual Transfer - A feature that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the “add” button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number of a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit and is a standard feature of E911 Service.
16.2 DEFINITION OF TERMS (Cont’d)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Company's PS ALI ENTRY software end user customer.

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the Company's PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the Company's ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.2 DEFINITION OF TERMS (Cont’d)

Public Safety Answering Point - An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees or public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Selective Routing (SR) - A feature that routes an E911 calls from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

Selective Transfer - A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., “Fire,” on the Display and Transfer Unit. This type of transfer is only available when the SR feature is provided.

Service Area - The geographical area which the Customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office - The Central Office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service - A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the Customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.
16.3 RULES AND REGULATIONS

A. This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.

B. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this document.

C. The service is furnished to the Customer only for the purpose of receiving reports of emergencies by the public.

D. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis with E911 Service.

E. 911 Service is provided solely for the benefit of the Customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating and Company obligation toward any third person or legal entity other than the Customer.

F. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls on the Customer's premises.

The Company cannot guarantee the completion, the quality, or any features that may be provided with 9-1-1 Service on calls placed via interconnection with an interexchange carrier or operator service provider.

G. Temporary suspension of service is not provided for any part of the 911 Service.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.3 RULES AND REGULATIONS (Cont’d)

H. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 Service. When the Selective Routing feature is provided, in such circumstances, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI Display.

I. ANI and/or ALI will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of ANI/ALI.

J. See Section 16.5

K. See Section 16.5

L. See Section 16.5

M. Adjustments for service interruptions experienced by persons calling the PSAP is governed by and limited by terms set forth in Section IV of this tariff.

N. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) associated with the 911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this Section and in other Sections of this and other tariffs.

O. See Section 16.5

P. See Section 16.5
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.3 RULES AND REGULATIONS (Cont’d)

Q. 911 Service information consisting of the name, address and telephone numbers of telephone Customers whose listings are not published in directories or listed in directory assistance offices is confidential and the Customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

All non-regulated telecommunications service providers (e.g., Private Branch Exchange, etc.) in an E9-1-1 Service area should provide current lists of their subscribers’ names, addresses, and telephone numbers in CenturyTel standard format to the Lead Telephone Company for inclusion in the E9-1-1 database pursuant to the terms of the Lead Telephone Company’s tariff or practices.

R. The 911 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated.

S. The Telephone Company’s intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.

T. Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the Customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer’s public safety jurisdiction.

U. Application for 911 Service must be executed in writing by each Customer. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

V. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by the Telephone Company or the Customer, shall be configured so that it is unable to extract any information from the system other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.3 RULES AND REGULATIONS (Cont’d)

W. The customer must furnish the Telephone Company its agreement to the following terms and conditions:

1. That all 911 calls will be answered on a 24-hour, seven-day week basis.

2. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonable available.

3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

4. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.

5. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Telephone Company to be installed.

X. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area except that 911 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Service Feature (SR) is provided. When E911 Service is furnished to a customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 Service Features which includes the Selective Routing Service Feature at the rate specified in this document.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.3 RULES AND REGULATIONS (Cont'd)

Y. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information.

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.

2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new 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 other matter that will affect the routing of E911 calls to the proper PSAP.

3. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and ambulance PSAP routing designations.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.3 RULES AND REGULATIONS (Cont’d)

Y. When the Selective Routing feature is provided, the customer … (Cont’d)

4. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.

5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

Z. Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total non-recurring charges.

16.4 SERVICE FEATURES

A. B911 Service - includes the Company provision of the 911 code or the opening of this code to the exchange network in those Central Offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 911 Service.

B911 Service provides for routing all 911 calls originated by telephone with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via business access line in a manner similar to a normal exchange telephone call. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

B. C911 Service - provides B911 Service plus Forced Disconnect, Idle Tone Application, Called Party Hold, Emergency Ringback and Switchhook Status features. Activation of the Switchhook Status and Emergency Ringback features requires use of the appropriate COAM Key telephone equipment at the PSAP.
16.4 SERVICE FEATURES (Cont’d)

C. D911 Service - provides B911 service plus display of the calling Party's ANI telephone number at the PSAP. Requires the use of ANI PSAP equipment for display of ANI information. Appropriate key telephone or Automatic Call Distributor (ACD) Equipment is required to terminate 911 calls. The ANI PSAP equipment contains interfaces for teleprinter and voice recording devices. Central office transfer of 911 calls is not provided with D911 Service.

D. Enhanced 911 (E911) - is provided with the following standard features: Forced Disconnect; Idle Tone Application; Manual Transfer; Alternative Routing (Night Service); Speed Calling; Touch-Tone service lines; Selective Transfer.

E911 is provided with the following optional features; Automatic Number Identification (ANI); Automatic Location Identification (ALI); Selective Routing (SR); Fixed Transfer. Default Routing is a feature of Selective Routing.

16.5 LIABILITY

A. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.5 LIABILITY (Cont'd)

B. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omissions constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.

C. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

D. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, roaming Voice Over Internet Protocol lines, Voice Over Internet Protocol lines not converted to Public Switched Network protocols, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines, especially but not limited to those private telecommunications services that use Direct Inward/Outward Dialing (DIOD) numbers.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.5 LIABILITY

E. The Company accepts no responsibility for obtaining and providing subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider pursuant to the terms of the Private Switch 9-1-1 Service tariff or any individual case basis contract. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.

F. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by the Customer or an end user Customer to Company facilities. The Customer or an end user Customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations.

G. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Providers using such information to provide a 9-1-1 Service.
16.5 LIABILITY

H. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a non-regulated telephone service (e.g., shared tenant service or non-regulated Voice Over Internet Protocol). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for foreign or unrecognizable dial tone calls originating from voice over internet protocol, or mobile/cellular telephones.

I. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment.

16.6 RATES

A. Messages

1. No charge will be applied by the Telephone company to the calling party for calls placed to the 911 telephone numbers.

2. Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving central office.

B. 911 Exchange Lines

Established rates found in Section V of this tariff, for PBX trunks, flat or measured rate business lines apply for 911 Exchange Lines that terminate at PSAP's. The monthly rate for the Exchange Line is the rate applicable for the exchange or zone in which the PSAP is located. A minimum of two lines from the PSAP's serving Central Office is required.

C. Special Routing

When 911 is provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges will be equivalent to the cost of furnishing such service.
D. Tie Lines, Private Lines or Extension Lines

Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established tariff rates for such channels and facilities specified in this tariff and the Company's Private Line Service and/or Access Service Tariffs.

E. Special Service Arrangement Charges

1. 911 Service facilities other than dedicated trunk facilities will be furnished when practical by the Telephone Company at charges equivalent to the costs of furnishing such services. These special charges will be applicable to such items as engineering and special program development associated with billing and database management.

2. Cost as referred to in this section may include but are not limited to:
   a. Cost of maintenance
   b. Cost of operation
   c. Depreciation on the cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.
   d. General administration expenses, including taxes on the basis of average charges for these items.
   e. Any other items or expenses associated with the particular special service arrangement.
   f. An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.

3. Costs installed mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.6 RATES (Cont’d)

E. Special Service Arrangement Charges (Cont’d)

4. Special service arrangement rates are subject to review and revisions conditioned upon changing costs.

5. Interlata Service - Interlata services must be provided by an authorized interexchange carrier.

F. PSAP Terminal Equipment

1. Company or customer-provided equipment may be used to terminate 911 facilities at any PSAP.

   a. When the Company provides PSAP equipment, it will be provided at the rates and charges specified in 5.5.2., Special Service Arrangements.

   b. When customer-provided terminal equipment is used at a PSAP, it will be furnished in accordance with the General Regulations set forth in Section IV of this tariff.

G. Program Development Charges

These are charges applicable to the work necessary to design, develop, test and maintain any special programming required to support 911 Service, its billing and its data base management. The rate is based on Telephone Company time and materials expended.

H. Records Conversion Charges

These are changes applicable to the work necessary to design, review, modify and maintain any Telephone Company customer records keeping systems in order to support E911 Service, its billings and database management. The rate is based on Company time and materials expended.

I. Quotation Preparation

The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer’s service requirements. All rates for services or facilities to be provided by the Telephone Company will be determined in accordance with the guidelines in this tariff.
16.6 RATES (Cont’d)

J. Changes to Orders

When a customer requests changes for a pending order for the provision of 911 Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charge.

K. Additional Charges from Other Companies

Any charge for the provision of 911 Service passed on to the Telephone Company from another Telephone Company, Interexchange Carrier or other party will be included in the cost for the service.

Union County - E911

<table>
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<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Intralata Circuit, per circuit</td>
<td>$55.00</td>
</tr>
<tr>
<td>2. Central Office Modifications</td>
<td>16,925.00</td>
</tr>
<tr>
<td>Junction City</td>
<td>Dodge City</td>
</tr>
<tr>
<td>3. Database Preparation</td>
<td>2,570.00</td>
</tr>
<tr>
<td>Junction City</td>
<td>Dodge City</td>
</tr>
</tbody>
</table>

* Costs for Database Preparation in the Dodge City Exchange will be determined and charged at the time central office facilities become available to provide Automatic Location identification (ALI).
16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE

A. Description

1. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:
   a. Automatic Number Identification (ANI) or
   b. ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

B. Conditions

1. Availability of Options

   a. The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:

      (1) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

      (2) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and

      (3) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont’d)

B. Conditions (Cont’d)

1. Availability of Options (Cont’d)

b. The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day. The use of PS ALI by a PS Provider must conform to the Lead Telephone Company tariff or procedures.

In order to ensure that an “address not found” condition does not occur when a 9-1-1 call is received by a PSAP, a PS Provider has the choice of either

(1) purchasing and using a PS ALI ENTRY service, or

(2) exclusively transmitting only the Private Switch lead number to the 9-1-1 Customer for all 9-1-1 calls made by Private Switch End Users, which is the default condition for a Private Switch.

Notwithstanding the above,

(1) a PS Provider must conform to applicable State regulations mandating PS ALI use if such regulations exist or are implemented by the State at any time, and

(2) a Private Switch with Direct Inward / Outward Dialing (DIOD) numbers must use PS ALI or an “address not found” condition will occur. The Company has no responsibility for loading and updating location information associated with Private Switch DIOD numbers.

Any PS ALI equipment and processing must be compatible with the Lead Telephone Company’s systems to ensure proper PS ALI updating.
16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont’d)

B. Conditions (Cont’d)

2. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area. (Cont’d)

   a. Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

   In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

   (1) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and

   (2) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

   b. Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider’s serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

   c. Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont’d)

B. Conditions (Cont’d)

3. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

C. Application for Service

1. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:
   a. The business name and address of the PS Provider,
   b. The name, address, and telephone number of the PS Provider's Site Administrator,
   c. The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
   d. The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

D. Customer Obligations

1. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.

2. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.
16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

3. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.

4. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.

5. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's ALI ENTRY GATEWAY.

6. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

7. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

D. Customer Obligations (Cont'd)

8. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

9. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.

10. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

E. Liabilities

1. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

E. Liabilities (Continued)

2. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.

3. The PS Provider is solely responsible for the PS End User ALI Record that is transmitted to the database. Absent an individual case basis contract to the contrary, neither the Company nor any of its employees will have any responsibility or liability, whether in an official or unofficial capacity, for the loading or updating of any PS database records. Neither the Company nor the 9-1-1 Customer will be responsible for the loading or updating of any PS database records.

4. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.

5. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to 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 caller or PS Provider, the PS End User, the Customer others.
16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont’d)

E. Liabilities (Cont’d)

6. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 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 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.

7. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and its employees from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, including the PS Provider, for any ALI assistance provided to the PS Provider that is not provided either pursuant to this tariff or under a specific contract for such assistance.

8. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.
### UNIVERSAL EMERGENCY NUMBER SERVICE (911)

16.7 PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont’d)

**F. Rates and Charges**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable 911 Tandeming in CO</td>
<td>ICB (1)</td>
<td>ICB (1)</td>
</tr>
<tr>
<td>PS 911 Service Trunk (per trunk from the PS to end office)</td>
<td>See E-9-1-1 Special Trunk Rates</td>
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</tr>
<tr>
<td>Directory Numbers Blocks of 100 sequential Numbers</td>
<td>See DID Service Rates Section 5</td>
<td></td>
</tr>
</tbody>
</table>

**Company's PS ALI ENTRY ADMIN SITE PACKAGES**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1 - Full Service Package (Includes Company's PS ALI, communications software, personal computer, modem and training)</td>
<td>$445.80</td>
<td>$145.96</td>
<td></td>
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<tr>
<td>Option 2</td>
<td>(Includes Company's PS ALI software and training only)</td>
<td>258.21</td>
<td>15.92</td>
</tr>
<tr>
<td>Option 3 - PS ALI LQ Parallel Printer (Requires Option 1 or 2 Above)</td>
<td>206.10</td>
<td>33.79</td>
<td></td>
</tr>
</tbody>
</table>

(1) This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB). This is a provisioning function of the 9-1-1 Customer.

(2) A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

AR 14-11 (S)
PAYPHONE SERVICE

17.1 PAYPHONE SERVICE

A. Conditions

1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

2. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.

3. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.

4. General Rules and Regulations found in this tariff are applicable to the provision of Payphone Service.

5. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.

6. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.

7. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.

8. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
17.1 PAYPHONE SERVICE

A. Conditions

9. Extensions to a payphone line are not permitted.

10. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

B. Responsibility of the Customer

1. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.

2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.

3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

4. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.

5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's payphone access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

6. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.
PAYPHONE SERVICE

17.1 PAYPHONE SERVICE (Cont’d)

C. Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

D. Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

E. Central Office (CO) Implemented Coin Line

1. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.

2. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company’s switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

3. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company’s facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.
PAYPHONE SERVICE

17.1 PAYPHONE SERVICE (Cont’d)

F. Features and Functions

1. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone; Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

2. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls placed over the Telephone Company's network, from the 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 where such facilities are available at the customer's option.

3. Validation may be performed through Originating-Line Screening (OLS). 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 payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

4. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.
## PAYPHONE SERVICE

17.1 PAYPHONE SERVICE (Cont’d)

### G. Rates

<table>
<thead>
<tr>
<th>Payphone Service</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Payphone Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Instrument Implemented</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flat Rate, per line</td>
<td>See Section V</td>
<td></td>
</tr>
<tr>
<td>Business One-Party</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Central Office Implemented</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flat Rate</td>
<td>See Section V</td>
<td></td>
</tr>
<tr>
<td>1 ½ times*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business One-Party</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Selective Class of Call Screening</td>
<td>$2.00</td>
<td></td>
</tr>
<tr>
<td>d. Coin Supervision/Transmission</td>
<td>1.43</td>
<td></td>
</tr>
<tr>
<td>e. Local Messages</td>
<td>0.10 each</td>
<td></td>
</tr>
</tbody>
</table>

* Rate will be rounded to the higher $.25 multiple.

AR 14-11 (S)
PAYPHONE SERVICE

17.8 PAYPHONE INMATE TELEPHONE SERVICE RESTRICTIONS

A. Subject to other applicable provisions of this document, the following provisions also apply to payphone Inmate Telephone Service.

1. May be arranged by the administrator to restrict or block incoming calls, block access to certain telephone numbers, limit the telephone numbers inmates may call, and limit the duration of the calls.

2. May be arranged to block Directory Assistance (1+411) and 911 calls.

3. Shall be programmed to allow only "0+" collect calls for local and intraLATA and interLATA toll class and to block all other calls.

4. The customer has the option to connect Customer Provided Line Concentrator Terminals to this service. Customer Provided Line Concentrator Terminals are equipment interconnect devices which provide the customer the capability to connect more than one Payphone to a lesser number of Payphone access lines. The type of terminal equipment should be connected to the Payphone access line in accordance with applicable industry standards.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN

A. General

The Optional Calling Plan is furnished under the guidelines contained in this document.

1. The Optional Calling Plan is an optional plan for one-way originating dial station-to-station intrastate intraLATA messages offered to residential and business local exchange customers. For all other classes of messages other than dial station-to-station, the appropriate calling rates and charges as specified in the Long Distance Message Telecommunications Tariff apply. Dial station-to-station service is that service where the person originating the call from other than a payphone dials the telephone number desired and the call is completed without the assistance of a telephone company operator and the call is not billed to a number other than the originating telephone number except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator reaches the called telephone number where service components are not available for dial completion; when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap; and when an operator reestablishes a call which has been interrupted after the called number has been reached.

2. The Optional Calling Plan will be provided subject to equipment availability.

3. This plan is not offered with Payphone Service, Foreign Exchange, Foreign Zone Service and Foreign Serving Office.

4. This plan is available to hotel/motel customers, interexchange carriers, resellers, or cellular carriers for administrative use only. Interexchange carrier denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate/interstate communication by wire or radio, between two or more exchanges. A reseller is a customer that subscribes to communications services or facilities by one entity and reoffers communications services to its patrons for payment.

5. This plan may not be used with any service that is shared, resold, or by internet service providers.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN

A. General

6. Customers may subscribe to more than one Optional Calling Plan where the capability exists. Calls will be rated by only one pricing option. Calls applicable to more than one plan will be billed in the following sequence:

1st 1+ Saver Designated Number Plan
2nd Extended Community Saver Plan
3rd Circle Saver Plan - 41 Mile
4th 1+ Saver

The minimum contract period for an Optional Calling Plan is 30 days.

7. Distance for the Circle Saver plan is based on the V-H mileage between rate centers as defined and calculated in the Long Distance Message Telecommunications Service Tariff.

8. Disabled persons who have been certified to the Telephone Company as having a hearing or speech impairment which necessitates that they communicate via a telecommunications device (e.g., teletypewriter or similar keyboard communications equipment) will receive, upon written application to the Telephone Company, a reduction on dial station-to-station calls placed from the premises of the certified residence account where the telecommunications device is located.

On all dial station-to-station calls under the Optional Calling Plan, a 50 percent discount will apply to recurring and usage charges on block of time plans. No discount applies to the unlimited option.

Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolaryngologist, audiologist, licensed speech-language pathologist or an authorized agency representing hearing and speech disabled individuals.

9. To the extent applicable, and where not specified in this tariff, the general regulations in the Long Distance Message Telecommunications Service Tariff are herein incorporated by reference.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN

A. General

10. The Telephone Companies may, during certain specified periods, offer promotional rates to be either a temporary reduction or waiver of the monthly recurring rate of a tariffed OCP option for the purpose of encouraging customer interest in and evaluation of a particular OCP option. The Telephone Companies will notify the Commission 30 days in advance, by letter, specifying the OCP options involved, the terms, and locations of the promotion, and the dates of the promotion. Promotional rates can be applied to new or to change options ordered during the promotional period.

11. Optional Calling Plans will be billed in one (1) minute increments. Each call will be billed a one (1) minute minimum.

B. Extended Community Saver

1. This option provides for one-way originating calling to a designated exchange or zone consisting of a single toll rate center located within a 41 mile radius of the originating exchange or zone. Calling under this option would be limited to the target exchange or zone and would not include exchanges or zones having EAS to or from the target exchange or zone. Each LEC will have the option of determining 1 or 2 designated scopes (extended communities), unless otherwise authorized by the Arkansas Public Service Commission. Those LEC’s that determine 2 designated scopes will offer the customer the option to choose one of the two designated scopes as their extended community.

For the purpose of this paragraph B.1., “extended community” includes all extended communities listed in paragraph 2.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN (Cont'd)

B. Extended Community Saver

2. Rates

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Monthly Rate</th>
<th>Usage Allowance</th>
<th>Additional Rate Per Minute</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
<td>Business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Block-of-Time</td>
<td>$2.70</td>
<td>$2.70</td>
<td>60 Min</td>
<td>$0.08</td>
</tr>
<tr>
<td>(Per line)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Limited Usage Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Per line)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ECC 8</td>
<td>16.20</td>
<td>18.00</td>
<td>500 Min</td>
<td>0.08</td>
</tr>
<tr>
<td>ECC 14</td>
<td>33.60</td>
<td>33.60</td>
<td>840 Min</td>
<td>0.08</td>
</tr>
<tr>
<td>ECC 20</td>
<td>48.00</td>
<td>48.00</td>
<td>1200 Min</td>
<td>0.08</td>
</tr>
<tr>
<td>ECC 40</td>
<td>96.00</td>
<td>96.00</td>
<td>2400 Min</td>
<td>0.08</td>
</tr>
</tbody>
</table>

c. Designated Calling Scopes
See paragraph 2. for specific extended communities.

d. Schools and Libraries Discount)
A 20% discount will be given on both the monthly rate and the additional usage rate to qualified Schools and Libraries who are not receiving Federal Schools and Libraries discounts on the service. Eligibility will be as defined in the USAC administrative procedures for eligibility for the Federal Schools and Libraries Discounts. Schools must meet the statutory definition of an elementary or secondary school found in the Elementary and Secondary Education Act of 1965 and must not be operating as for-profit business, nor have an endowment exceeding $50 million. Libraries must be eligible for assistance from a State library administrative agency under the Library Services and Technology Act, and not operating as a for-profit business.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN (Cont’d)

C. Circle Saver

1. This option provides for one-way originating calling which does not exceed 41 rate miles.

2. Rates

   a. Rates (Per Line)

      | Plan Name         | Monthly Rate | Additional Rate |
      |------------------|--------------|-----------------|
      | Circle Saver 1   | $6.00        | $0.10           |
      | (Includes first 60 minutes) |          |                 |
      | Circle Saver 8   | 19.95        | 0.08            |
      | (Includes first 500 minutes) |         |                 |
      | Circle Saver 14  | 33.60        | 0.08            |
      | (Includes first 840 minutes) |       |                 |
      | Circle Saver 20  | 48.00        | 0.08            |
      | (Includes first 1200 minutes) |     |                 |
      | Circle Saver 40  | 96.00        | 0.08            |
      | (Includes first 2400 minutes) |     |                 |

   b. Schools and Libraries Discount

      A 20% discount will be given to qualified Schools and Libraries. See 18.1.B.2.d. for applicable terms and conditions.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN (Cont’d)

D. 1+Saver

1. This option provides for one-way originating calling within the LATA.

2. Rates

   a. Block-of-Time

      |          | Monthly Rate | Additional Rate |
      |          | 1st Hour     | Per Minute     |

      | Residences/per line | Option A | $7.80 (1) | $0.13 |
      |                    | Option B (5) | 36.00 (3) | 0.12 |
      |                    | Option C (5) | 60.00 (4) | 0.10 |

      | Business/per line | Option A | 7.80 (1) | 0.13 |
      |                   | Option B (5) | 36.00 (3) | 0.12 |
      |                   | Option C (5) | 60.00 (4) | 0.10 |

---

(1) Includes first 60 minutes or fraction thereof of usage.
(2) Discount applies to appropriate calling rates as specified in the Long Distance Message Telecommunications Service Tariff.
(3) Includes first 300 minutes or fraction thereof of usage.
(4) Includes first 600 minutes or fraction thereof of usage.
(5) This option will be provided where billing capabilities exist.
## OPTIONAL CALLING PLAN

### 18.1 OPTIONAL CALLING PLAN (Cont’d)

#### D. 1+Saver (Cont’d)

2. Rates (Cont’d)

   b. Unlimited Usage Discount

<table>
<thead>
<tr>
<th>(1) Residence/per line</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monthly Discount</td>
<td>Percent</td>
</tr>
<tr>
<td>Option A</td>
<td>$2.00</td>
<td>10%</td>
</tr>
<tr>
<td>Option B</td>
<td>6.00</td>
<td>15%</td>
</tr>
<tr>
<td>Option C</td>
<td>12.00</td>
<td>20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(2) Business/per line</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monthly Discount</td>
<td>Percent</td>
</tr>
<tr>
<td>Option A</td>
<td>2.00</td>
<td>10%</td>
</tr>
<tr>
<td>Option B</td>
<td>6.00</td>
<td>15%</td>
</tr>
<tr>
<td>Option C</td>
<td>12.00</td>
<td>20%</td>
</tr>
</tbody>
</table>

(1) Includes first 60 minutes or fraction thereof of usage.
(2) Discount applies to appropriate calling rates as specified in the Long Distance Message Telecommunications Service Tariff.
(3) Includes first 300 minutes or fraction thereof of usage.
(4) Includes first 600 minutes or fraction thereof of usage.
(5) This option will be provided where billing capabilities exist.
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN (Cont'd)

E. Designated Number Plan

1. This option provides for one-way originating calling to designated telephone numbers within the LATA. Customers subscribing to this option receive 500 minutes calling to each unique designated number at a fixed monthly rate. A usage charge applies for each minute over 500 minutes. The Designated Number Plan will be provided where billing capabilities exist.

2. Rates

a. Designated Number

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence/per access line (Includes 500 minutes usage)</td>
<td>$15.00</td>
</tr>
<tr>
<td>Business/per access line (Includes 500 minutes usage)</td>
<td>15.00</td>
</tr>
</tbody>
</table>

Usage Charge per Minute: $0.08
OPTIONAL CALLING PLAN

18.1 OPTIONAL CALLING PLAN (Cont’d)

F. Rural Saver Optional Calling Plan

1. Terms and Conditions
   a. This section is in specific compliance with the directives of Order No. 1 in Arkansas Public Service Commission Docket No. 03-082-U.
   b. This residential optional calling plan provides for one-way originating intraLATA calling to a customer’s county seat and other points which do not exceed 41 rate miles. The customer receives four (4) hours of calling. Each minute in excess of the four (4) hours is rated at the applicable intraLATA toll or other optional calling plan rate to which the customer subscribes.
   c. The Rural Saver Plan is limited to 240 minutes of calling per month.
   d. Calling to a county seat that is greater than 41 miles away shall be limited to only those customers residing in that county.
   e. Usage shall be rated in one-minute increments.
   f. The calling distance shall be measured using the industry standard V and H coordinates of the rate centers serving the originating customer and the called telephone number.
   g. Customers shall be required to dial 1+ 10 digits.
   h. Customers subscribing to this plan may select, if available, additional optional calling plans.

2. Rural Saver is available in the following exchanges:
   Dodge City    Junction City

3. Rates, per access line

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence</td>
<td>$1.49</td>
</tr>
<tr>
<td>Residence/Other</td>
<td>0.00</td>
</tr>
<tr>
<td>Residence/Usage per minute</td>
<td>0.00</td>
</tr>
<tr>
<td>Non-recurring Charge</td>
<td>None</td>
</tr>
</tbody>
</table>

4. Rating Hierarchy
   Calls applicable to more than one Optional Calling Plan will be billed in the following sequence: Designated Number Plan, Extended Community Saver, Rural Saver, Circle Saver, 1+ Saver, and Message Telecommunications Service.
### OPTIONAL CALLING PLAN

**18.2 CENTURYTEL OF SOUTH ARKANSAS, INC. EXTENDED COMMUNITY SAVER CALLING SCOPES**

<table>
<thead>
<tr>
<th>Originating Exchange/Zone</th>
<th>Extended Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dodge City, Arkansas</td>
<td>El Dorado</td>
</tr>
<tr>
<td>Junction City, Arkansas</td>
<td>El Dorado</td>
</tr>
<tr>
<td>Dodge City, Louisiana</td>
<td>El Dorado</td>
</tr>
<tr>
<td>Junction City, Louisiana</td>
<td>El Dorado</td>
</tr>
</tbody>
</table>
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE

Effective on the Commission approval date of this tariff sheet, the following Centrex offering is discontinued. Term contracts will be honored through their term. Customers may move, add and change station lines and optional features at existing service locations through the term of their contract. Upon expiration of the contract, customers must convert their service to CenturyTel's current Centrex offering or discontinue their Centrex service.

A. General

1. Centrex is a Central Office-based, flat rate, business communications service that provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.

2. Centrex is a local exchange telecommunication service provided from suitably equipped Telephone Company Central Offices with available outside plant.

3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

4. All Centrex station lines will be equipped with the standard features as set forth in this document and Touchtone Service. Additional optional features may also be selected and generally result in additional charges.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges

1. Centrex Line Rates

   a. The monthly rates for Centrex lines specified in paragraph below include the following standard features:

      (1) Business Group Automatic Identified Outward Dialing
      (2) Call Forward Busy Line
      (3) Call Forward Don’t Answer
      (4) Call Forward Variable
      (5) Call Forwarding Incoming Only
      (6) Call Forwarding Within Group Only
      (7) Call Forwarding Distinctive Ringing
      (8) Call Hold
      (9) Call Pickup
      (10) Call Transfer
      (11) Direct Inward Dialing
      (12) Direct Outward Dialing
      (13) Distinctive Alerting
      (14) DTMF Signaling
      (15) Intercom Dialing
      (16) Speed Call 8
      (17) Three-Way Calling
      (18) Semi-Restricted Line
      (19) Fully-Restricted Line
      (20) Toll Restriction
      (21) Hunting
          (a) Regular Hunting
          (b) Circle Hunting
          (c) Uniform Call Distribution
          (d) Preferential Hunting
          (e) Series Completion
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges (Cont’d)

1. Centrex Line Rates (Cont’d)

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

<table>
<thead>
<tr>
<th>Rate Schedule</th>
<th>Business Rate Per Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Lines</td>
<td>Monthly Rate</td>
</tr>
<tr>
<td>2 - 3</td>
<td>$24.00</td>
</tr>
<tr>
<td>4 - 6</td>
<td>23.05</td>
</tr>
<tr>
<td>7 - 10</td>
<td>19.45</td>
</tr>
<tr>
<td>11 - 20</td>
<td>28.00</td>
</tr>
<tr>
<td>21 - 50</td>
<td>16.80</td>
</tr>
<tr>
<td>51 - 100</td>
<td>15.60</td>
</tr>
<tr>
<td>Over 100 - Telecommunication Utility Individual Contract</td>
<td>Residence Line Rate</td>
</tr>
<tr>
<td>Number of Lines</td>
<td>Monthly Rate</td>
</tr>
<tr>
<td>2 - 6</td>
<td>$18.15</td>
</tr>
</tbody>
</table>

Service Establishment Charges

<table>
<thead>
<tr>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per System</td>
</tr>
<tr>
<td>Per Line</td>
</tr>
</tbody>
</table>
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges (Cont’d)

1. Centrex Line Rates (Cont’d)

   c. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex tariff rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment or the CPE switching/pooling equipment. If the number of stations served by the key system common equipment or the CPE switching/pooling equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates as found in Section 6 of this document.

   d. The above rates and non-recurring charges are in addition to the applicable service ordering charge as provided in Section 6 of this document.

2. End User Common Line Charge (EUCL)

   a. The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association (NECA).
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges (Cont’d)

3. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer’s requirements.

The monthly rates shown below apply to the following individual station features:

<table>
<thead>
<tr>
<th>Feature Feature</th>
<th>Per Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Call Waiting/Cancel Call Waiting</td>
<td>Individual features per line/station $0.50</td>
</tr>
<tr>
<td>(2) Directed Call Pick-Up</td>
<td>Three to four features per line/station 0.40</td>
</tr>
<tr>
<td>(3) Direct Connect Service</td>
<td>Five or more features per line/station 0.30</td>
</tr>
<tr>
<td>(a) Manual Line Service</td>
<td></td>
</tr>
<tr>
<td>(b) Warm Line</td>
<td></td>
</tr>
<tr>
<td>(4) Do Not Disturb</td>
<td></td>
</tr>
<tr>
<td>(5) Night Service</td>
<td></td>
</tr>
<tr>
<td>(6) Speed Calling 30</td>
<td></td>
</tr>
<tr>
<td>(7) Voice/Data Protection</td>
<td></td>
</tr>
</tbody>
</table>

b. Additions and Changes to Individual Station Features

Nonrecurring Charge

Feature Additions/Changes Per Station $8.00

Note: Service Ordering Charges as specified in Section 6 of this document apply for the connection of the services listed above unless ordered at the time initial service is established.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges(Cont’d)

4. Features Associated With Groups of Lines

   a. Code Restriction Features:

      (1) Code Restriction
      (2) Outgoing Call Screening
          Per List $4.50 per month
          Per Line Using List $0.50 per month
          Changes to Toll/Code/Outgoing
          Call Screening Lists $12.00 Nonrecurring

   b. Business Group Dialing Plan

      Standard Dialing Plan No Charge
      Customized Dialing Plan $80.00 Nonrecurring

   c. Special Intercept Announcement

      Standard Announcement $24.00 per month
      Customer Worded Announcement $96.00 per month
      Announcement Trunk $24.00 per month
      Changes to Customer Worded
      Announcement $60.00 Nonrecurring

   d. Paging Access

      Per Paging Circuit $20.00 per month

Note: Service Ordering Charges as specified in Section 6 of this document apply for the connection of the service listed above unless ordered at the time initial service is established.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

B. Rates and Charges(Cont’d)

5. Reserved for Future Use
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont'd)

B. Rates and Charges(Cont'd)

6. Enhanced Hunt Service

a. Changes to Hunting Group Arrangements/Patterns

   Additional Lines/ Change Hunting Order $12.00 Nonrecurring

b. Hunt Group Options

   (1) Queueing for Hunt Group $20.00 per month
   (2) Delay Announcements for Queued Calls
       Standard Announcement $24.00 per month
       Customer Worded Announcement $96.00 per month
       Announcement Trunk $24.00 per month
       Changes to Customer Worded Announcement $25.00 Nonrecurring
   (3) Stop Hunt/Make Busy
       Access Code Activation $0.50 per month
       Key/Switch Activation $6.50 per month

Note: Service Ordering Charges as specified in Section 6 of this document apply for the connection of the services listed above unless ordered at the time initial service is established.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

C. Regulations and Conditions

1. A Centrex Customer must have a minimum of two Centrex lines.

2. The minimum charge period for services provided under this tariff shall be for one month.

3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

4. One directory listing is provided without charge for each Centrex customer.

5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month to month basis.

6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

   a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

C. Regulations and Conditions

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows: (Cont’d)

b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 8. below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

8. Termination Liabilities shall be treated as follows:

a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:

   (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or

   (2) Pay termination charges as described in (A) above on the number of Centrex station lines disconnected.

9. Reduction/Waiver of service establishment charges may be offered.
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

C. Regulations and Conditions

10. Customers who subscribe to Centrex for more than 100 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. An individual service agreement will specify the length of the contract period and the applicable rates. The Telephone Company will cause each individual contract or contract revision to be:

a. Compensatory. Total charges to the customer will exceed Telephone Company's appropriate costs to provide the service to the specific customer.

b. Filed with the Arkansas Public Service Commission for a thirty (30) day period prior to the execution of the contract with the customer. Upon Commission approval, the rates will be offered in writing to the customer for acceptance.

c. Commission Jurisdiction

The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.

11. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

12. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).
DISCONTINUED SERVICES

19.1 DIGITAL CENTREX SERVICE (Cont’d)

C. Regulations and Conditions

13. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

14. The Centrex lines for a Centrex customer may terminate at multiple locations off-premise/secondary locations; however, all Centrex lines in the same group must be served by the same Central Office.

15. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

16. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.
DISCONTINUED SERVICES

19.2 DEFINITIONS

BUSINESS GROUP AUTOMATIC IDENTIFIED OUTWARD DIALING - Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

BUSINESS GROUP DIALING PLAN - Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

CALL FORWARDING BUSY LINE - Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

CALL FORWARDING DISTINCTIVE RINGING - Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to-station.

CALL FORWARDING DON'T ANSWER - Call Forwarding Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

CALL FORWARDING INCOMING ONLY - Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

CALL FORWARDING VARIABLE (ALL CALLS) - Call Forwarding Variable enables a station-user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

CALL FORWARDING WITHIN GROUP ONLY - Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

CALL HOLD - Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.
DISCONTINUED SERVICES

19.2 DEFINITIONS

CALL PICK-UP - Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

CALL TRANSFER - Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

CALL WAITING - Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

CANCEL CALL WAITING - Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

CIRCLE HUNTING - Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

CODE RESTRICTION - Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

DELAY ANNOUNCEMENTS FOR QUEUED CALLS - Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

DIRECT CONNECT SERVICE - Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

DIRECT INWARD DIALING - Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

DIRECT OUTWARD DIALING - Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

DIRECTED CALL PICK-UP - Directed Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.
DISCONTINUED SERVICES

19.2 DEFINITIONS

DISTINCTIVE ALERTING/CALL WAITING INDICATION - Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

DO NOT DISTURB - Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

FULLY RESTRICTED LINE - A Fully Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

INTERCOM DIALING - Intercom Dialing allows Centrex station users to call other stations within their Centrex group by dialing abbreviated codes.

MAKE BUSY - Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

MANUAL LINE SERVICE - Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

NIGHT SERVICE - Night Service allows calls directed to the attendant to be rerouted to pre-designated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

OFF-PREMISES STATION/SECONDARY LOCATIONS - Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

OUTGOING CALL SCREENING - Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
DISCONTINUED SERVICES

19.2 DEFINITIONS

PAGING ACCESS – Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer’s paging equipment.

PREFERENTIAL HUNTING – Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

QUEUEING – Queueing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the same queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

REGULAR HUNTING – Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.
19.2 DEFINITIONS

SEMI-RESTRICTED LINE - A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

SERIES COMPLETION - Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

SPECIAL INTERCEPT ANNOUNCEMENT - A Special Intercept Announcement may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) if the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

SPEED CALLING 8-CODE - Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

SPEED CALLING 30-CODE - Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

STOP HUNT - Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

THREE-WAY CALLING - Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

TOLL RESTRICTION - Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

UNIFORM CALL DISTRIBUTION - Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group.

VOICE/DATA PROTECTION - Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

WARM LINE - Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.
PACKAGED SERVICES

20.1 See LOCAL TERMS OF SERVICE AND PRICE LIST FOR BUSINESS AND RESIDENCE PACKAGED SERVICES for descriptions, terms and conditions, and rates applicable for the following services:

- Economy Pack Bundle
- Economy Pack Plus
- Simple Choice One and Simple Choice Two
- Simple Choice/Business Assist Advantage
- Second Line Bundle
- Caller ID Extra
- Caller ID Plus
- Select Pak/Business Assist Select
- Business Unlimited
- Core Connect Bundles
- Primary Rate Interface (PRI) Bundle
- Simple Choice Unlimited
- Home Phone II
- CenturyLink Business Bundle
- Pure Broadband Bundle
- Unlimited Nationwide Calling or Essential Home Phone With 30 Minutes Long Distance
- Voice Mail Complementary Services Package
PACKAGED SERVICES

RESERVED FOR FUTURE USE

This revision deletes the following pages of this section:
1st Revised Page 3
Original Pages 4 through 11
3rd Revised Page 12
Original Pages 13 through 20
1st Revised Pages 21 through 25
Original Page 26

See Page 1 of this section for services previously found on these pages.
PROMOTIONS

See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.
MAPS AND LEGAL DESCRIPTIONS

50.1 DESCRIPTION OF SERVICE AREA

A. Dodge City Exchange - Legal Description

1. Exchange Service Area - Enclosed By The Following Boundary

Beginning at the NE corner of Section 17, T19S, R17W, in Union County, Arkansas. Thence South for approximately 1/4 mile to the SW corner of the NW 1/4 of the NW 1/4 of Section 16, T19S, R17W. Thence East 1 mile to the NE corner of SE 1/4 of the NE 1/4 of Section 16, T19S, R17W. Thence South for approximately 3/4 mile to the SE corner of Section 16, T19S, R17W. Thence West 1 mile to the SW corner of Section 16, T19S, R17W. Thence South for a distance of approximately 3 3/4 miles to the SE corner of fractional Section 5, T20S, R17W, same being on the South boundary line of the State of Arkansas and on the North boundary line of the State of Louisiana. Thence West along State line between the States of Louisiana and Arkansas for approximately .17 mile to the NW corner of fraction Section 3, T23N, R5W in Claiborne Parish, Louisiana. Thence South along said Section, and Sections to the South for approximately 2.6 miles to the SW corner of Section 15, T23N, R5W. Thence East for 1 mile to the NE corner of Section 22, T23N, R5W. Thence South for approximately 3/4 mile to the SE corner of the NE 1/4 of the SE 1/4 of Section 22, T23N, R5W. Thence in a more or less Northwesterly direction for approximately 3/4 mile to the thread of the stream designated as Little Corney Bayou near the center of the SE 1/4 of the NW 1/4 of Section 22, T23N, R5W. Thence in a Northwesterly direction following the path of said Bayou for a distance of approximately 5 1/2 miles to the NW corner of Section 11, T23N, R6W. Thence West for approximately 3/4 mile to the SW corner of the SE 1/4 of the SW 1/4 of fractional Section 3, T23N, R6W. Thence North approximately .3 mile to the thread of the stream designated as Little Corney Bayou. Thence in a Northwesterly direction following the path of said Bayou for a distance of approximately 1/2 mile to near the center of the NE 1/4 of fractional Section 4, T23N, R6W in Claiborne Parish, Louisiana. Thence North for approximately .1 mile to the SW corner of Section 4, T20S, R18W in Union County, Arkansas. Same being on the North boundary line of the State of Louisiana and on the South boundary of the State of Arkansas. Thence North along said Section, and Sections to the North, for a distance of approximately 5 miles to the NW corner of Section 16, T19S, R18W, same being the West boundary line of Union County, Arkansas and the East boundary line of Columbia County, Arkansas. Thence East along said Section, and Sections to the East, for a distance of 2 miles to the NE corner of Section 15, T19S, R18W. Thence North for a distance of 2 miles to the NW corner of Section 2, T19S, R18W. Thence East for 1 mile to the NE corner of Section 2, T19S, R18W. Thence South for 1 mile to the SE corner of Section 2, T19S, R18W. Thence East for approximately 1/2 mile to the NE corner of NW 1/4 of Section 12, T19S, R18W. Thence South for 1 mile to the SE corner of the SW 1/4 of Section 12, T19S, R18W. Thence East along said Section, and Sections to the East, for a distance of 2 1/2 miles to the NE corner of Section 17, T19S, R17W. Said point being the point of beginning.

B. Dodge City Exchange - Base Rate Area

Base rate area is 1/4 mile radius from Dodge City central office located in Union County, Arkansas.
MAPS AND LEGAL DESCRIPTIONS

50.1 DESCRIPTION OF SERVICE AREA (Cont’d)

C. Junction City Exchange - Legal Description

1. Exchange Service Area - Enclosed By The Following Boundary

Beginning at the NW corner of Section 21, T19S, R17W in Union County, Arkansas. Thence East for 1 mile to the NE corner of Section 21, T19S, R17W. Thence North for 1 mile to the NW corner of Section 15, T19S, R17W. Thence East along said section, and sections to the East, for approximately 3 3/4 miles to the NW corner of the NE 1/4 of the NE 1/4 of Section 18, T19S, R16W. Thence South for approximately 1/4 mile to the SW corner of the NE 1/4 of the NE 1/4 of Section 18, T19S, R16W. Thence East for approximately 2 3/4 miles to the NW corner of the SW 1/4 of the NE 1/4 of Section 15, T19S, R16W. Thence North for approximately 2 1/4 miles to the NW corner of the NE 1/4 of Section 3, T19S, R16W. Thence East for 4 miles to the NE corner of the NW 1/4 of Section 5, T19S, R15W. Thence South for approximately 1/2 mile to the NE corner of the SW 1/4 of Section 5, T19S, R15W. Thence East for approximately 1 mile to the NW corner of the SE 1/4 of Section 4, T19S, R15W. Thence North for approximately 1/2 mile to the NE corner of the NE 1/4 of Section 4, T19S, R15W. Thence East for approximately 1 mile to the NE corner of the NW 1/4 of Section 3, T19S, R15W. Thence South 1 mile to the SE corner of the SW 1/4 of Section 3, T19S, R15W. Thence East for approximately 1/2 mile to the NE corner of Section 10, T19S, R15W. Thence South for 3 miles to the SE corner of Section 10, T19S, R14W. Thence East 1 mile to the NE corner of Section 32, T19S, R14W. Thence South for approximately 1 1/2 miles to the SE corner of fractional Section 5, T20S, R14W, same being on the South boundary line of the State of Arkansas and on the North boundary line of the State of Louisiana. Thence West along the state line between the states of Louisiana and Arkansas for approximately 3 1/2 miles to the NW corner of fractional Section 6, T23N, R2W in Union Parish, Louisiana. Thence South for approximately 2 1/2 miles to the SW corner of Section 7, T23N, R2W. Thence in a Southwesterly direction for approximately 1/2 mile to a point near the NE corner of the NW 1/4 of the SE 1/4 of Section 13, T23N, R3W. Thence in a Southwesterly direction for approximately 3/4 mile to the SW corner of Section 13, T23N, R3W. Thence in a Southwesterly direction for approximately 1/2 mile to a point near the SE corner of the SE 1/4 of the SW 1/4 of the NW 1/4, said point being the beginning of the stream designated as Lee Creek. Thence in a Southwesterly direction following the path of said creek for a distance of approximately 3 miles to the NE corner of the SE 1/4 of the SE 1/4 of Section 29, T23N, R3W. Thence South for approximately 1/4 mile to the SE corner of Section 29, T23N, R3W. Thence West 2 miles to the NE corner of Section 36, T23N, R4W, said point being the West boundary line of Union Parish, Louisiana and the East boundary line of Claiborne Parish, Louisiana. Thence South along parish boundary line between the parishes of Union and Claiborne for approximately 3 1/2 miles to a point near the SE corner of the SE 1/4 of the NE 1/4 of Section 13, T22N, R4W in Claiborne Parish, Louisiana. Said point being the center line of Corney Bayou. Thence in a Northwesterly direction following the path of said bayou for a distance of approximately 9 3/4 miles to the NW corner of Section 23, T23N, R5W. Thence West 1 mile to the SW corner of Section 15, T23N, R5W. Thence North for approximately 2 1/2 miles to the NW corner of the fractional Section 3, T23N, R5W in Claiborne Parish, Louisiana. Said point being on the North boundary line of the State of Louisiana and on the South boundary line of the State of Arkansas. Thence North for approximately 3 1/2 miles to the NW corner of Section 21, T19S, R17W in Union County, Arkansas. Said point being point of beginning.

AR 14-11 (S)
MAPS AND LEGAL DESCRIPTIONS

50.2 JUNCTION CITY EXCHANGE - BASE RATE AREA

Base Rate Area is the city limits of Junction City, Arkansas located in Union County, Arkansas and Junction City, Louisiana located in Claiborne Parish and Union Parish, Louisiana.