SCHEDULE OF RATES

FOR

TELEPHONE SERVICE

Applying to the Intrastate Telephone Services

Furnished Within The

State of Minnesota
EXPLANATION OF SYMBOLS

(C) - Change in regulation or condition which affects a rate or charge

(D) - Discontinued regulation, condition, rate or charge

(I) - Increase in rate or charge

(N) - New regulation, condition, rate or charge

(R) - Reduction in rate or charge

(T) - Change in text only -- no change in regulation, condition, rate or charge

(NA) - This service is not Available at this time

(U) - Updated to current existing rate

These Tariffs cancel and supersede all other tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.
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(C)
TRADE NAMES, TRADEMARKS and SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. 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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GENERAL RULES AND REGULATIONS

A. APPLICATION

1. General
   a. The Rules and Regulations specified herein apply to the intrastate services and facilities furnished by CenturyTel of Chester, Inc., hereinafter referred to as the Company. Failure on the part of the customers to observe these Rules and Regulations of the Company, after due notice of such failure, the Company has the option to discontinue service.

   b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the General Exchange Tariffs and the Local Exchange Tariffs, the rate and condition contained in the specific tariff shall prevail.

   c. These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities
   a. The Company's obligation to furnish exchange and toll telephone service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities, except as provided for in Part V, Construction and Special Installation Charges.

2. Allowance for Failure of Service
   a. The Company does not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the customer, an adjustment will be made in the amount of the charges for that portion of the service rendered inoperable. Any adjustment shall apply only if the interruption continues beyond twenty-four (24) hours after first noted by the Company. Adjustment will be made in the form of a bill credit. No other liability shall in any case attach to the Company.

3. Adjustment of Charges
   a. In the adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.

4. Directory Errors and Omissions
   a. Claims for damages due to errors or omissions in directory listings will be limited to prorated charges for the customer service that is affected.

   b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing for the directory period in which the error or omission occurs.
GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

5. Transmitting Messages
   a. The Company does not transmit messages, but offers the use of its facilities, where available, for communications between parties, subject to the rules, regulations and conditions specified in this Tariff.

6. Use of Connecting Company Lines
   a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Company does not assume any liability for any action of the connecting company.

7. Defacement of Property
   a. The Company shall exercise care in all work done on a customer's property. No liability shall attach to the company be reason of any defacement or damage to the customer's property resulting from the existence of the Company's instruments, apparatus and associated wiring on such property, or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the Company, or its employees.

8. Customer Premises Equipment
   a. The Company shall not be responsible for any loss or damage, nor for failure or impairment of service in connection with customer-provided facilities unless caused solely by the negligence of the Company. The Company's liability is limited to that provided in the General Rules and Regulations of this tariff.

9. Unauthorized Access and Hacking
   a. 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 RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment
   a. Customer-premises equipment may be connected to facilities of the Company under the provisions provided in Part VIII of this Tariff.

2. Unauthorized Attachments or Connections
   a. The Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Company, be attached to or connected with facilities furnished by the Company, unless provided for elsewhere in the tariffs. In case any such unauthorized attachment or connections is made, the Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.
   
   b. Customer-premises equipment, not connected as provided for in Part VIII of this tariff, shall be considered an unauthorized attachment or connection.

3. Use of Customer Service
   a. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or person 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. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer-provided coin or non-coin pay telephone equipment. The company is not responsible for the confidentially of service between customers and their users.
   
   c. Customers may subscribe to resale or shared service under terms and conditions located in Part IV of this tariff.
D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

   a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to one month’s exchange rate. If a deposit is required by the company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

   b. Requests from customers for additional service may be made orally. No advance payment will be required. A move from one geographic location to another (outside move) within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.

   c. "Minimum contract periods and termination of service are covered elsewhere in Part II of this tariff."
D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

2. Telephone Numbers
   a. The customer has no proprietary right in the telephone number or any right to 
      continuance of service from any specific central office, and the Company may 
      assign or change the telephone number, the central office designation, or both, 
      as is necessary in the conduct of its business. Except for non-payment of yellow 
      page advertising, when customers are assigned a new number within the 
      exchange, the former working number intercept shall provide the new number to 
      a calling party for not less than 60 days or until the issuance of a new directory.

3. Alterations
   a. 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; the customer agrees to pay the Company's charges for 
      such changes.

4. Payment for Service
   a. The customer is required to pay all rates and charges for local, exchange 
      services and facilities, and for toll messages (including collect toll messages 
      which have been accepted at the customer's telephone).

5. Maintenance and Repairs
   a. All expense of maintenance and repair of regulated service or facilities provided 
      by the Company will be borne by the Company. The customer will be held 
      responsible for restoration or replacement costs in case of loss of, damage to, or 
      destruction of any of the Company's facilities not due to normal use. Customers 
      may not rearrange, disconnect, or remove or permit others to rearrange, 
      disconnect, or remove any Company owned facility installed by the Company 
      unless provided elsewhere in this tariff.

6. Unusual Installation Costs
   a. Where special requirements of the customer involve unusual construction or 
      installation, the customer may be required to pay additional costs as provided 
      elsewhere in this tariff.
7. Service Interruption
   a. When facilities in a given area are interrupted, service to existing customers shall be reestablished in accordance with categories of precedence in the order listed below.

1) Category 1 - Public safety and health:
   Official federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance service, volunteer fire departments, American Red Cross, licensed protective patrols and armored cars and similar agencies.

2) Category 2 - Carriers and utilities:
   Contract carriers, common carriers, and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.

3) Category 3 - Other public services:
   Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.

4) Category 4 - Physically handicapped:
   Persons who, because of physical handicaps, operate specifically-equipped vehicles and are unable to leave such vehicles without assistance.
D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

7. Service Interruption
   a. (Continued)

5) Category 5 - Industrial
   Gas or oil producing or drilling operations; producers and distributors of fuel and
   lumber and other construction materials and equipment; food processing
   distribution and storage organizations; producers of substantial quantities of food,
   business concerns engaged in construction of housing and industrial or public
   works; taxicabs and livery service.

6) All other facilities not covered above.
E. TELEPHONE DIRECTORIES

1. Distribution and Publication
   a. The Company will normally publish and distribute a directory annually containing
      the serving exchange listings for each Central Office Access Line without charge.
      Additional directories may be furnished at the discretion of the Company.
      Directories containing listings for other areas may be provided at a nominal
      charge.

2. Ownership and Use
   a. Directories furnished to customers remain the property of the Company and are
      provided to customers as an aid in the use of the telephone service. The
      Company reserves the right to charge for directories issued in replacement of
      directories.

3. Directory Listings
   a. Directory listings remain the property of the Company and are not to be
      reproduced without the permission of the Company.

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit
   a. The Company is not obligated to provide service to any individual or firm that
      owes for service previously rendered by the Company at the same or a different
      address, until arrangements have been made to liquidate such previous
      indebtedness to the Company. Nor is the Company obligated to continue to
      provide service to any individual or firm whose credit with the Company is or
      becomes doubtful, in the opinion of the Company. Applicants for telephone
      service who are required to make a deposit may be required to pay in advance of
      installation, the service connection, installation and/or construction charges. In
      order to insure the payment of all charges due for its service, the Company may
      require any customer to establish and maintain his credit in one of the following
      ways:

      1) By furnishing credit references acceptable to the Company.
      2) By means of a cash deposit.
GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (continued)

2. Amount of Deposits

   a. The amount of deposit required shall not be more than the maximum charge for two months local exchange service or as may reasonably be required by the Company in cases involving service for short periods or special occasions. The Company may require the customer to increase the amount of the deposit at any time, if the charges billed against the customer are found to warrant such an increase.

   b. If toll usage is abnormal, the company may require a new deposit, or an increase in the deposit to guarantee payment of a bill.

      (1) For customers with at least six consecutive months of service, abnormal usage of toll service is at least a twenty-five percent increase in monthly toll charges which amounts to at least twenty dollars. To determine the increase, comparison shall be to the customer's average monthly toll during not less than the prior three months.

      (2) For customers with less than six consecutive months of service, abnormal usage of toll service is when one month's toll charges exceeds the deposit attributable to toll by at least twenty-five percent and this excess amounts to at least twenty dollars.

   c. A deposit may be made at any Company business office or authorized agent.

   d. The Company will maintain records which show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits shall be disposed of in accordance with law.

   e. A receipt of deposit will be furnishing to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by the Company records.

   f. Qualifying applicants for the Lifeline may initiate service without paying a deposit if they voluntarily elect to have Toll Blocking on their line. Toll blocking will be provided at no charge to Lifeline customers.
F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (continued)

3. Deposits and Collection Practices
   a. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills; nor constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills regardless of the fact that such customer has made a deposit with the Company to secure payment of such bills, or has furnished the Company with a guarantee in writing for such bills.

4. Interest to be Paid on Deposits
   a. Interest shall be paid on deposits in excess of $20 at the rate set by the Commissioner of the Department of Commerce as required by Minnesota Statute 325E.02. The interest rate may be found on the Department of Commerce website at www.commerce.state.mn.us. Interest on deposits shall be payable from the date of deposit to the date of refund or disconnection. The company may, at its option, pay the interest at intervals it chooses but at least annually, by direct payment, or as a credit on bills.

   Upon termination of service, the deposit with accrued interest shall be credited to the final bill and the balance shall be returned within 45 days to the customer.

5. Discontinuance of Service for Failure to Establish Credit
   a. Service may be discontinued for failure to establish or maintain credit, as set forth in F.1. above, twelve days after the Company has mailed notice requiring the customer to do so.

6. Service Charge for Reconnection
   a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.

7. Deposit Refunds
   a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.
F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (continued)

8. Criteria for Procurement of Deposits

a. Company shall not use any credit reports other than those reflecting purchase of utility service to determine a customer’s credit history without written permission of the customer.

b. If the customer refuses to allow use of outside credit services, it shall not affect the determination of the customer's credit history.

c. Criteria for procurement of deposits will be based on the following:

1) unsatisfactory credit history
2) false credit history
3) abnormal toll usage as set forth in F.2.b.
G. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:
   a. In offices, stores, factories, mines, and all other places of a strictly business nature.
   b. In boarding houses, except as noted under G.2. below, offices hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions.
   c. At residence locations when the customer has no regular business access line service and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, such as on vehicles, etc. When such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
   d. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under G.2. below.

2. Residence rates apply at the following locations:
   a. In a private residence where business listings are not provided.
   b. In private apartments of hotels, rooming house, or boarding houses where service is confined to the customer’s use, and elsewhere in rooming and boarding house which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
   c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.
   d. In college fraternity or sorority house where individual access line service is provided.
GENERAL RULES AND REGULATIONS

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General
   a. Lines will be extended in accordance with provisions specified in the Line Extension Tariff.
   b. Special charges in the form of installation charges, monthly rates or both, are applied in addition to the usual service charge and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:
      1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area.
      2) Conditions that require unusual methods of plant construction, installation or maintenance.
      3) The customer's location requires the use of costly private right-of-way.
      4) The establishment of services which may be of a speculative or temporary nature.
   c. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
   d. "Cost" is labor and materials included loaded overheads and may include contribution to cover the cost of doing business not explicitly associated with direct cost.

2. Special Type of Construction
   a. If a special type of construction is desired by a customer, (e.g., when underground service is desired in places where aerial construction would normally be used) or if unusual requirements of a customer make the cost of an installation higher than it would be if the usual type of construction were used, the customer is required to pay the difference in cost between the special type of construction and the average cost of the usual type of construction.

I. MINIMUM CONTRACT PERIODS

1. 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 rate for one month. For purposes of rate administration each month is considered to have 30 days.
I. MINIMUM CONTRACT PERIODS (Continued)

1. Minimum Contract Period (Continued)

   b. The Company may require a contract period longer than one month at the same location for unusual construction necessary to meet special demands and involving extra costs (see Special Type Construction).

J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice

   a. The Telephone Company may disconnect or refuse the service without notice:

      1) in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
      2) in the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others. Including but not limited to:
         a) impersonation of another with fraudulent intent.
      3) in the event of tampering with facilities furnished and owned by the Telephone Company.
      4) in the event of unauthorized use.

2. By the Company After Prior Written Notice

   a. In addition to the reasons set forth in subparagraph a. above, the Telephone Company may disconnect or refuse service after providing at least five days or, in the case of deposits, twelve days prior written notice for any of the following reasons:

      1) failure of a customer to make suitable deposit as required by these rules.
      2) use of foul or profane language.
      3) the customer's bill for local, long distance or miscellaneous services remains unpaid after the last date for timely payment.
      4) for failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the board as condition for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Commission.
GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (continued)

2. By the Company After Prior Written Notice (continued)

   a. (Continued)

   5) for failure of the customer to permit the Telephone Company reasonable access to its facilities.

   6) any other violation of the Telephone Company's rules and regulations on file with the Commission, the requirements of municipal ordinances or laws pertaining for the service.

   7) when the service (except Pay Central Office Access Line service) will be, or is, readily accessible and available for use by the public, by patrons of the customer, or by others not authorized.

   b. Despite the prior written notice provisions as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Telephone Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.

   c. Only one written notice will be provided to the customer if multiple violations occur under subparagraph a. above.

   d. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall not be less than five days after the notice is rendered, or in the case of deposits twelve days. The notice will include a toll-free or collect number where a customer can obtain additional information.

   e. Where written notice is required, the Company will not disconnect service on a weekend, holiday or after 2:00 P.M. unless the Company is prepared to reconnect service the same day.
GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

3. Disputes

In the event of a dispute concerning a bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's Tariff, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the Commission in the event the customer files a written complaint with the Commission.

4. Emergency Medical Conditions

Notwithstanding any other provision of these rules, the Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of thirty days, if the customer produces verification from a physician, or a public health or social service official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the Telephone Company within five days. If the written verification is not received within five days, service may be disconnected prior to the expiration of the thirty day period for postponement.

5. At Customer's Request

a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

5. At Customer's Request (Continued)

b. Where a contract for service with one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.

c. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.

d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

K. PAYMENT FOR SERVICE AND FACILITIES

1. General

a. Generally all customers shall pay for services and facilities monthly in advance and shall pay for Long Distance Messages, Teletypewriter Exchange Service Messages, and Nonrecurring charges in arrears. Municipal, State or Governmental Agencies may be exceptions to this rule.

b. Billing to customer shall be scheduled monthly.

c. All Bills for local, long distance or miscellaneous services are due not less than 20 days after the bill is rendered. Residential customers shall be permitted to have the last date for timely payment changeable for good cause in writing.

d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.

e. When warranted, in the judgment of the Company, special toll bills may be rendered.

f. Failure to receive a bill does not relieve the customer of the responsibility for payment.
K. PAYMENT FOR SERVICE AND FACILITIES (Continued)

2. Disconnection of Service by the Company
   a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local, long distance or miscellaneous services upon written notice, allowing the customer five days to make payment or settlement.

3. Service Charge for Reconnection
   a. Where service has been discontinued for nonpayment of a due bill applicable service charges as defined in Part VI of this tariff shall apply.
   b. Where service has been discontinued for the nonpayment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
   c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in the tariff.

4. Late Payment Charge
   a. All bills not paid before the last date for timely payment shall be subject to a late payment charge.
   b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year. The customer will be notified that this forgiveness has been used by first class mail or telephone.
   c. Late payment charges shall be: 2.5% or $6.00, whichever is greater, of the unpaid balance.
GENERAL RULES AND REGULATIONS

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General
   a. When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax fee or charge shall be billed to the telephone customers receiving service within the municipal or political subdivision, allocated uniformly on the basis of each such customer's monthly charges for the types of service made subject to such tax, fee or charge.

M. NETWORK CONNECTIONS

1. General
   a. Connections of new inside station wiring to the network shall only be made at the Demarcation Point.
   b. Such connections shall be made by using a Standard Network Interface and shall be in accordance with Part 68 of the F.C.C. Rules.
   c. Direct electrical connections at the protector or by-passing the Standard Network Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.
   d. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served, excluding customers being provided adjacent exchange service or foreign exchange service as provided in this tariff. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

N. CUSTOMER COMPLAINTS

1. General
   a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
   b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
   c. Late payment charges shall be as specified in paragraph K.4. preceding.
GENERAL RULES AND REGULATIONS

N. CUSTOMER COMPLAINTS (Continued)
   1. General (Continued)
      c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the State of Minnesota, Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, Minnesota 55101-2147.

O. RESALE OR SHARED SERVICE
   1. General
      a. A reseller or shared service customer may obtain local exchange service from the Company to allow occupants of a building or complex of buildings to share in the use of local exchange services.
      b. The Company will provide service to the point of demarcation.
      c. The customer shall be responsible to extend the service from the point of demarcation.
      d. The end-user customer must be allowed to subscribe to service provided by the Company.
      e. Should the reseller refuse to allow the end-user customer to subscribe to local exchange service direct from the Company, the end-user customer may file a complaint against the reseller with the State of Minnesota, Public Utilities Commission.
900 BLOCKING SERVICE

A. GENERAL

900 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which 900 must be dialed.

B. REGULATIONS

1. 900 Blocking Service is offered only where central office facilities permit.

2. 900 Blocking Service is available only for blocking access to all 1+ 900 telephone numbers from a particular network access line, and not for blocking access to specific 900 telephone numbers.

3. Nonpayment of 900 charges shall not result in the termination or in the threat of termination of local service.

C. Rate and charges

1. The 900 blocking Service for residence and business network access line customers is provided upon request without a recurring charge.

2. Service Order charges do not apply on first request to add or remove blocking service. If subsequent requests to change blocking status, Service Order charges will apply.
GENERAL RULES AND REGULATIONS

UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS & LIBRARIES (E-Rate)

A. Service to Schools and Public Libraries

1. 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 Company 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.

2. Application for Support

a. 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.

b. 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 RULES AND REGULATIONS

APPLICATION OF SERVICE AND RATES FOR SCHOOLS & LIBRARIES

A. Service to Schools and Public Libraries (continued)

3. Receipt of Support

   a. 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.

   b. 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.

(M) Material has been moved to Page 24, Release 1.
GENERAL RULES AND REGULATIONS

APPLICATION OF SERVICE AND RATES FOR SCHOOLS & LIBRARIES

A. Service to Schools and Public Libraries (continued)

4. Failure to Obtain Support

a. 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.

b. 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.

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

B. 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.

(M) Material has been moved from Page 23.
DEFINITIONS

ACTIVE ACCOUNT - A customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, nonpayment, storm damage, etc.).

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADJACENT EXCHANGE SERVICE - Local Exchange Service, including extended area service, provided to a customer via direct facility connection to an exchange contiguous to the exchange in which the customer is located.

ANCILLARY SERVICE OR EQUIPMENT - Any communication service or equipment not included in the definitions of transmission service, terminal equipment or inside station wiring.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

BASE RATE - A rate for urban grades of exchange service available to customers located within a base rate area.

BASE RATE AREA - The developed portion within each exchange service area as set forth in the telephone utility's tariffs, maps or descriptions.

BUILDING - The term "Building" is a structure occupied by a customer or authorized user. Multi-occupant structures will be considered different buildings when space of one customer or authorized user is separated by space occupied by others.

BUSINESS SERVICE - Central Office Access Line service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

CALLS - Telephone messages attempted by customers or users.

CENTRAL OFFICE - A unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building.

CENTRAL OFFICE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point.

CENTRAL OFFICE ACCESS LINE CHARGE - For work associated with the telephone line, extending from central office equipment up to and including, the demarcation point located at the customers' premises.

CENTREX SERVICE - See definition in General Services.

CHANNEL - An electrical path suitable for the transmission of communications.

CHARGES - Nonrecurring amounts billed to customers for regulated services and equipment.

CHECK OF SERVICE OR SERVICE CHECK - An examination, test or other method utilized to determine the condition of customer-provided terminal equipment and inside station wiring.
DEFINITIONS

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE - The various categories of service generally available to the customer; such as business, residential, pay telephone service and resale or shared services.

COMMISSION - State of Minnesota Public Utilities Commission.

COMMISSIONS - A percentage of amounts handled paid as a fee in consideration of service rendered to the Company.

COMMON BATTERY SERVICE - Manual or dial service where the electrical energy is furnished from the central office and where the operator is signaled or dial tone is obtained by lifting the receiver of the calling station.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY - A corporation, association, partnership, or individual engaged in the business of furnishing telephone and other communications services to the public.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONSTRUCTION CHARGE - A separate recurring and/or nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the exchange tariffs.

CONTIGUOUS PROPERTY - Two or more parcels of property, occupied by the customer, in which the boundary line of one property touches the boundary line of the other(s).

CONTRACT - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the tariff.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER - The individual, carrier, reseller, partnership, association, corporation or government agency which contracts for telephone service, or relays messages to or from points outside the extended area, and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISE EQUIPMENT - Terminal equipment located on the customer's premise owned by the customer or owned by the telephone utility or some other supplier and leased to the customer.

DELINQUENT OR DELINQUENCY - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.
DEMARCATION POINT  - The point of connection provided and maintained by the telephone utility to which the telephone utility-owned existing inside station wiring or customer-provide new inside station wiring becomes dedicated to an individual building or facility. For an individual customer dwelling, this point of connection will generally be immediately adjacent to, or within twelve inches of, the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility. In the instance where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility.

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

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with private branch exchange service.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DISCONNECT - The disabling of circuitry preventing both outgoing and incoming communications.

DISCONNECT NOTICE - The written notice sent to a customer following billing, notifying that service will be discontinued if charges are not satisfied by the date specified on the notice.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the protector or equivalent.

DUE DATE - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

DUE NOTICES - See "Disconnect Notice."

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

Automatic Location Identification (ALI): A feature by which the name (business accounts only) and 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 (secondary locations, off-premise, etc.) will be identified with the address of the telephone number at the main location.

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.

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.

(M) Material previously appearing on this sheet now appears on Sheet 4 of this section. (N)
DEFINITIONS

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

Emergency Service Number (ESN): 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 Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. The ESN's will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area.

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 emergency assistance.

Public Safety Answering Point (PSAP): An answering location for E911 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 PSAP's respond first; Secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of a common bureau serving a group of such entities. This is CPE and it is the customer's responsibility to ensure it is compatible with the service(s) furnished by the Company.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party. It is the customer's responsibility to ensure the CPE selected to operate this feature is compatible with the service furnished by the Company.

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number E911. Such calls are answered at PSAP's 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.

Universal Emergency Number Service Customer: 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 within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

ENTRANCE FACILITIES - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE - A geographical area established from the administration of communications service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXTENDED SERVICE - The furnished of facilities for communication within an exchange area, in accordance with the regulations and charges specified in Local or General Exchange Tariffs.

(M) Material previously appearing on this sheet now appears on sheet 4 of this section.
DEFINITIONS

EXTENDED AREA SERVICE - Extended Area Service (EAS) means telephone service furnished between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended Area Service is only for calls both originating and terminating within the defined extended area.

EXTRA EXCHANGE LINE MILEAGE - The measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Suburban or Rural Area.

EXTRA LISTING - See "Additional Listing."

FLAT RATE SERVICE - Telecommunications service furnished at a fixed monthly or periodic charge.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer which a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from an exchange other than the exchange regularly serving the area in which the customer is located.

GENERAL EXCHANGE SERVICES - Facilities, services or features furnished by the Company connected to or associated with primary local exchange service.

GRADE OF SERVICE - The term used to describe individual-line, or various party line services.

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

INFORMATION SERVICE ACCESS - An arrangement whereby a customer may access information via the network. Access to Information Service is usually provided by dialing 900 and 976 numbers.

INITIAL SERVICE 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.

INSTALLATION CHARGE - A nonrecurring charge made at the time of installation of communications service or facilities, which may apply in place of or in addition to Service Charges and other applicable charges for service.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more station which enables a user to signal and connect with other station in the system.

JOINT USER SERVICE - An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the services of another customer.

LINE EXTENSION - See “Extra Exchange Line Mileage.”
DEFINITIONS

LOCAL EXCHANGE SERVICE - Telecommunications within a local service area in accordance with the provisions of the Company's tariffs.

LOCAL MESSAGE - A completed customer or user call between stations located within the same Exchange Area or Local Service Area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule or rates without the application of a long distance message charge.

LONG DISTANCE MESSAGE - See "Toll Message."

LONG DISTANCE TERMINAL - See "Telephone Station."

MESSAGE - A completed customer or user call.

MESSAGE RATE SERVICE - A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling area.

MILEAGE RATE - The rate applying for the use of part or all of a line furnished by the Company.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for services and/or facilities, whether or not retained by the customer for such minimum length of time.

MOBILE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point to provide both local and toll service.

MORSE CHANNEL - A channel not connected with the general telephone exchange system and of the type which may be derived from telephone wire facilities by simplexing, compositing or other methods of similar character and equipped with instruments used in sending Morse Code or equipped with instruments other than telephone or typewriter equipment, depending for their operation upon the variation of the flow of electrical energy, according to a specified plan or code.

NONRECURRING CHARGE - A one-time charge associated with certain installations, change or transfers of services, either in lieu of or in addition to recurring monthly charges.

NOTICE - See "Disconnect Notice."

ONE PARTY LINE (1-PTY) – See "Individual Line"

OTHER SUPPLIER - The customer or any entity other than the telephone utility providing, repairing or maintaining new inside station wiring or existing or new terminal equipment or repairing or maintaining existing inside station wiring.

OUTSIDE PLANT - The telephone facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the central office and customer location.

PREMISES - The space occupied by an individual customer in a building, in adjoining buildings, or on contiguous property including property separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

PRIVATE BRANCH EXCHANGE TRUNKS - See "Central Office Access Line."
DEFINITIONS

PRIVATE LINE - A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PROTECTOR - A utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which is designed to protect both the telephone company's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

RATES - Recurring amounts billed to customers for regulated communications services.

RESALE SERVICE - Central Office Access Line service obtained by a customer from the Company and resold to occupants of a building or complex of buildings.

RESIDENCE SERVICE - Telecommunication service furnished to customers when its use is for domestic purposes.

RURAL SERVICE - Telecommunication service in an exchange area outside of the base rate area or generally outside a special rate area.

SERVICE CHARGE - The charge a customer is required to pay at the time of the establishment of telephone service or subsequent changes to that service.

SERVICE CHECK - See "Check of Service."

SERVICE MAINTENANCE CHARGE - A nonrecurring charge for visits to the customers premises when the service difficulty is caused by the customer-premises equipment.

SERVICE ORDERING CHARGE - For work involved in receiving, recording and transmitting, information for establishment of telephone service or subsequent change to that service including directory listing.

SHARED SERVICE - Central Office Access Line service obtained by a customer from the Company and shared by occupants of a building or complex of buildings.

SPECIAL DESIGN SERVICE

See Design Service

SPECIAL RATE AREA - An area within an exchange where service generally is furnished at uniform rates. Usually this comprises a developed area outside of the base rate area and separated by some distance from the base rate area.

STANDARD NETWORK INTERFACE - See "Demarcation Point."

SUSPEND - See "Vacation Number Reservation."

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company with the Iowa State Commerce Commission.

TELEPHONE COMPANY - See "Company."

(M) Material previously appearing on this sheet now appears on sheet 8 of this section.
DEFINITIONS

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE LINE - A communication circuit connecting two private branch exchange services together.

TIE LINE MILEAGE - The measurement on which the rates for the tie lines are based.

TIMELY PAYMENT - Payment on a customer's account made on or before the due date shown: (1) on a current bill for rates and charges, or (2) by an agreement between the customer and the Company for a series of partial payments to settle a delinquent account.

TOLL CENTER - A telephone switching center at which the operations (manual or dial) function (message timing, switching and recording) takes place in connection with the provision of long distance telecommunications service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE - A message between different exchange areas furnished under the provisions of the applicable toll tariff.

TOLL RATE - The tariff charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, the day and time of the message and the degree of operator assistance.

TOLL SERVICE - Toll service (Long Distance Service) is that part of the total telephone service rendered by the Company which is furnished between different exchange areas in accordance with the rates and regulations specified in the Company's long distance telecommunication service tariff.

TOLL STATION - A telephone connected to a toll line or directly to a toll board.

TOLL STATION SERVICE - Telephone service rendered from a toll station.

TOLL TERMINAL - The circuit connecting the customer premise equipment directly with a toll center. (Also known as Long Distance Terminal.)

TRAVEL CHARGE - A charge that applies whenever a visit is required to complete the customer's request. One charge will apply for all work requested at the same time on the same visit.

TRIBAL LINK UP - Tribal Link Up is a federal program designed to provide a discount on connection charges for qualified residents living on federally recognized Tribal Lands. Tribal Lands include any federally recognized Indian tribe's reservation, pueblo, or colony.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a private branch exchange service.

VACATION NUMBER RESERVATION – Temporary suspension of service at customer request.
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<th>Acronym</th>
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<td>AMPS</td>
<td>Advanced Mobile Phone Service</td>
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<td>ANI</td>
<td>Automatic Number Identification</td>
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<td>Customer Calling Services</td>
</tr>
<tr>
<td>CENTREX</td>
<td>Centralized Exchange for Business Customer Services</td>
</tr>
<tr>
<td>CO</td>
<td>Central Office</td>
</tr>
<tr>
<td>COAL</td>
<td>Central Office Access Line</td>
</tr>
<tr>
<td>COE</td>
<td>Central Office Equipment</td>
</tr>
<tr>
<td>CPE</td>
<td>Customer Premises Equipment</td>
</tr>
<tr>
<td>DA</td>
<td>Directory Assistance</td>
</tr>
<tr>
<td>DDD</td>
<td>Direct Distance Dialing</td>
</tr>
<tr>
<td>DID</td>
<td>Direct Inward Dialing</td>
</tr>
<tr>
<td>DTMF</td>
<td>Dual Tone Multifrequency</td>
</tr>
<tr>
<td>EAS</td>
<td>Extended Area Service</td>
</tr>
<tr>
<td>ESS</td>
<td>Electronic Switching System</td>
</tr>
<tr>
<td>FCC</td>
<td>Federal Communication Commission</td>
</tr>
<tr>
<td>FX</td>
<td>Foreign Exchange</td>
</tr>
<tr>
<td>HNPA</td>
<td>Home Numbering Plan Area</td>
</tr>
<tr>
<td>HZ</td>
<td>Hertz (frequency unit -- formerly cycles per second)</td>
</tr>
</tbody>
</table>
**DEFINITIONS**

**ACRONYMS (Continued)**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICO</td>
<td>Independent Telephone Company</td>
</tr>
<tr>
<td>IMTS</td>
<td>Improved Mobile Telephone Service</td>
</tr>
<tr>
<td>IPAL</td>
<td>Interexchange Pay Access Line</td>
</tr>
<tr>
<td>IW</td>
<td>Inside Wire</td>
</tr>
<tr>
<td>LAMA</td>
<td>Local Automatic Message Accounting</td>
</tr>
<tr>
<td>LATA</td>
<td>Local Access and Transport Area</td>
</tr>
<tr>
<td>LMS</td>
<td>Local Measured Service</td>
</tr>
<tr>
<td>MOU</td>
<td>Minutes of Use</td>
</tr>
<tr>
<td>MRC</td>
<td>Message Relay Charge</td>
</tr>
<tr>
<td>MU</td>
<td>Message Unit</td>
</tr>
<tr>
<td>NL</td>
<td>Non-Listed</td>
</tr>
<tr>
<td>NNX</td>
<td>Central Office Designation of Telephone Number</td>
</tr>
<tr>
<td>NP</td>
<td>Non-Published</td>
</tr>
<tr>
<td>NPA</td>
<td>Numbering Plan Area</td>
</tr>
<tr>
<td>NRC</td>
<td>Non-Recurring Charges</td>
</tr>
<tr>
<td>OCC</td>
<td>Other Charges and Credits</td>
</tr>
<tr>
<td>ONI</td>
<td>Operator Number Identification</td>
</tr>
<tr>
<td>OSP</td>
<td>Outside Plant</td>
</tr>
<tr>
<td>PCOAL</td>
<td>Pay Central Office Access Line</td>
</tr>
<tr>
<td>PTS</td>
<td>Pay Telephone Service</td>
</tr>
<tr>
<td>SLU</td>
<td>Subscriber Line Usage</td>
</tr>
<tr>
<td>SNI</td>
<td>Standard Network Interface</td>
</tr>
<tr>
<td>SXS</td>
<td>Step-by-Step</td>
</tr>
</tbody>
</table>
DEFINITIONS

ACRONYMS (Continued)

T

TAS Telephone Answering Service
TC Toll Center
TELCO Telephone Company
TSPS Traffic Service Position System
TT Touch Tone

U

USOC Uniform Service Order Code
USP Usage Sensitive Pricing

X - Y - Z

X-Bar Crossbar Switching System
LOCAL EXCHANGE SERVICE

A. GENERAL

Central Office Access Lines extend between the central office equipment of the Company and the demarcation point located on the premises of the customer. Rates for Central Office Access Lines are shown in paragraph B. below. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

EXCHANGE NAME: North Chester, Minnesota

Includes one-way Extended Area Service to: Cresco, Lime Springs

All applicable rates below apply.

<table>
<thead>
<tr>
<th>1. CENTRAL OFFICE ACCESS LINE</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSINESS SERVICE (1-PTY)</td>
<td></td>
</tr>
<tr>
<td>Individual Line</td>
<td>$21.00 (l)</td>
</tr>
<tr>
<td>Key System Line</td>
<td>21.00 (l)</td>
</tr>
<tr>
<td>PBX Trunk Line</td>
<td>N/A</td>
</tr>
<tr>
<td>RESIDENCE SERVICE (1-PTY)</td>
<td></td>
</tr>
<tr>
<td>Individual Line</td>
<td>20.00 (l)</td>
</tr>
</tbody>
</table>
LOCAL EXCHANGE SERVICE
LINE/TRUNK HUNTING SERVICE

A. GENERAL

1. Line Hunting Service provides a feature where groups of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.

2. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.

3. The Central office will continue hunting through the sequence until it has searched through the entire group.

4. Should all the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.

5. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.

6. When the hunt feature is to be added to line/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

B. RATES

1. Service charges apply as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Non-Recurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line/Trunk Hunting, per Line/Trunk</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

(R)
LOCAL EXCHANGE SERVICES

OFFERS

A. ADDITIONAL LINE

The Company will waive the nonrecurring charges for installation of additional residential and business lines.
A. GENERAL

1. The Company will provide central office access lines to any landlord, owner, tenant association, or other affiliated group for the purpose of reselling or sharing local exchange services to occupants of a building or complex of buildings with a community of interest.

2. All persons (end-users) or occupants in a building or complex of buildings shall be permitted to subscribe to local exchange service from the Company.

3. The telephone rates charged to resale or shared use providers of service shall be on the same basis as business service.

4. The rates contained herein are in addition to all other applicable rates and charges located in other parts of this Company's tariff.

B. CONDITIONS

1. Community of interest as used in Paragraph A.1. above normally indicates joint or common ownership but other factors may be considered.

2. The local resale or shared use supplier is required to subscribe to a sufficient number of access lines to assure the local network is not impaired and shall provide adequate facilities to its customers.

3. The Company is responsible for transmission quality up to the point of demarcation with the resale/shared use supplier. Transmission quality on the customer side of demarcation shall be the responsibility of the resale/shared use supplier.

4. The local resale/shared use supplier shall be responsible for providing local exchange telephone directories to its customers or users. The Company shall provide the resale/shared use supplier a directory in accordance with Part II of this tariff.
CENTURYTEL OF CHESTER, INC
d/b/a CENTURYLINK
CHESTER, IOWA

TELEPHONE TARIFF
MINNESOTA

PART IV
SHEET 5
RELEASE 2

ISSUED: October 2, 2017
EFFECTIVE: November 1, 2017

LOCAL EXCHANGE SERVICE

RESERVED

(C)
(D)
(D)
LOCAL EXCHANGE SERVICE

RESERVED

(C)

(D)

(D)

(MN 17-07)
LOCAL EXCHANGE SERVICE

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

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

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 (Not currently available)
   Call Waiting/Cancel Call Waiting
   Three-Way Calling
   Three-Way Calling with Transfer (Not currently available)
   Call Return
   Personal 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 5. 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 10. following, in which instance a new tier will be established and will apply for all service locations.

[1] This service is not regulated under this tariff.
LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

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.
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

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates

1. Tone Dial Service and Extended Area Service 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.

MN 14-05
LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates (Continued)

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.
E. Rates

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

<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>$17.41</td>
<td>$17.41</td>
</tr>
<tr>
<td>50 - 499</td>
<td>17.41</td>
<td>17.41</td>
</tr>
<tr>
<td>500 - 999</td>
<td>17.41</td>
<td>17.41</td>
</tr>
<tr>
<td>1000 - 3000</td>
<td>17.41</td>
<td>17.41</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] Tone Dial Service, Line/Trunk Hunting and Extended Area Service, where applicable, are included in these rates.
LOCAL EXCHANGE SERVICE

RESIDENTIAL EMERGENCY LINE SERVICE

A. Description

Residential Emergency Line Service provides 711/911 abbreviated touchtone dialing only and allows unlimited incoming calls.

B. Terms and Conditions

1. Residential Emergency Line Service is offered in exchanges where operating conditions and facilities permit.

2. Abbreviated dialing to 9-1-1 (Emergency Reporting Services) and 7-1-1 (Service for Telecommunications Relay Services) is allowed. All other outbound dialing is blocked. Incoming calls are unrestricted.

3. Pay-per-use features and all other calling features and services are prohibited with this service, except as specifically described within this section.

4. A primary listing is included with this service. Customers may subscribe to Non-published Number or Non-listed Number Service at the rates as specified in Part V of this Tariff.

5. This service is not eligible for benefits offered under generally available promotional offerings unless specifically provided for in a promotional offering.

6. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service, including a change to Voice over Internet Protocol technology. If the Company’s network technology changes in such a way that this tariff will no longer apply to this Residential Emergency Line Service, the following monthly rates will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

C. Application of Rates

1. Normally applicable Service Charges apply for establishment of or changes to this service.

2. Extended Area Service (EAS) and Touchtone charges do not apply.

3. Additional fees and surcharges (e.g. Subscriber Line Charge, Access Recovery Charge, Facilities Relocation Charge) apply in addition to the monthly rate.

D. Rates

- Residential, per line $24.00
GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

A. GENERAL

The following rates are applicable to the alphabetic section of the telephone directory for business, residence or pay telephone service customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate Business</th>
<th>Monthly Rate Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Additional or alternative listings, per listing</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>2. Private service (non-published)</td>
<td>3.00</td>
<td>3.00</td>
</tr>
<tr>
<td>3. Foreign or nonsubscriber service, per listing</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(See condition 4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Semi private (non-listed) per listing</td>
<td>3.00</td>
<td>3.00</td>
</tr>
</tbody>
</table>

C. CONDITIONS

1. A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
   a. Listings will be limited to such information as is necessary for proper identification.
   b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
   c. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.

2. Additional listings may be furnished with business, residence or pay telephone service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.

3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.

4. A foreign or nonsubscriber listing is furnished customers requesting that their listing be included in a directory of an exchange other that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above, shall apply.
C. CONDITIONS (Continued)

5. Private service (nonpublished) is the omission of a customer’s listing from both the telephone directory and directory assistance records.

a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.

b. When nonpublished service is provided, the Company will take reasonable precautions not to publish the subscriber’s telephone number in any of its publicly distributed directories.

Calls to subscribers with nonpublished telephone numbers will be initiated by the Company only when the number is given by the calling party or when the call is of an emergency nature.

c. When nonpublished service is provided, the Company will not disclose the subscriber's telephone number to any person except as follows:

1) When presented a court order by duly authorized representative of law enforcement agencies.

2) To the Company's own employees for use in compiling service records and billing information.

d. In exchanges where 911 Service is provided a calling party forfeits the privacy afforded by 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. 911 Service information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the 911 customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

e. The subscriber releases, indemnifies and holds harmless the Company from and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person caused or claimed, to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person.

f. 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.
GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS (Continued)

C. CONDITIONS (Continued)

6. Semi Private (Nonlisted) is the omission of a customer's listing from the telephone directory, but such listing will be carried in the telephone company information records and will be disclosed upon request.

   a. When nonlisted service is provided, the Company will take reasonable precautions not to publish the subscriber's telephone number in any of its publicly distributed directories.

   b. The subscriber releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person caused or claimed, to have been caused directly or indirectly by its publication of such number in any of its publicly distributed directories.

7. Private (non-published) and Semi Private (non-listed) service will be provided, upon request, without charge to participants in the Safe at Home program (address confidentiality program) administered by the Office of the Minnesota Secretary of State.

8. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.

9. The contract period for directory listings is:

   a. For those services that appear in the directory, the directory period; unless the listing is no longer applicable because of disconnection, removal, etc., of the services with which it is associated. The directory period starts on the day the directory is distributed and concludes the day that the succeeding directory is distributed.

   b. For those services that do not appear in the directory; 30 days.

10. Names, addresses and telephone numbers of interexchange pay access lines are not listed in the directory.
GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE (CONCESSION)

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.
FIRE REPORTING SERVICE

A. GENERAL

Fire reporting service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which an announcement may be made to several central office access lines simultaneously. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Rate</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic type</td>
<td></td>
</tr>
<tr>
<td>a. 01-15 line capacity</td>
<td>None</td>
</tr>
</tbody>
</table>

C. CONDITIONS

1. This service may be furnished in connection with individual Central Office Access Line services only.

2. A contract or agreement for Fire Reporting Service will be for a minimum service period of zero years.

3. Customer premise equipment used directly or indirectly with the provision of this service may only be used in accordance with Part VIII of this tariff. The Company is not responsible for interference to the network caused by customer premise equipment used in conjunction with this service. The customer agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or any loss, damage, or destruction of any property, whether owned by the customer or others, resulting from the use of customer premise equipment with this service.

4. The Company’s liability for any loss or damage arising from omissions, errors, interruptions, defects, failures or malfunctions of this service, or any part thereof, whether caused by the negligence of the Company, or otherwise, shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service (FX) is a special access that provides dial tone to and from a telephone exchange other than the subscriber's local exchange. In essence, the telephone subscriber is provided dial tone from another exchange whereby calls are transmitted over a special access circuit between the two exchanges.

2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. DEFINITIONS

1. Local Exchange - the exchange in which the customer premise equipment is located and in which service is provided.

2. Serving Exchange - the exchange in which the serving central office is located.

3. Contiguous Exchange - adjoining exchanges which share a common boundary.

4. Noncontiguous Exchanges - exchanges which do not share a common boundary.

C. RATES

1. Serving Exchange (Dial Tone Provider) rates would be as follows:

   a. Business or Residence "Central Office Access Line" rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;

   b. Plus, applicable special access rates contained in the "serving exchange" Carrier Access tariff.

   c. Plus, a FX service rate of $6.50 per month for the first 1/4 mile, plus $5.00 per month for each additional 1/4 mile.

2. Local Exchange (Non Dial Tone Provider) rates would be as follows:

   a. Business or Residence "Central Office Access Line" rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;

   b. Plus, applicable special access rates contained in the "serving exchange" Carrier Access tariff.

   c. Plus, a FX service rate of $6.50 per month for the first 1/4 miles, plus $5.00 per month for each additional 1/4 mile.
FOREIGN EXCHANGE SERVICE (Continued)

D. CONDITIONS

1. Foreign Exchange Service will be limited to business and residence individual Central Office Access Line Service, or PBX trunks, when facilities for its provision are available.

2. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listing in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.

3. Customers to Foreign Exchange Service are required to subscribe to Central Office Access Line Service of the exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.

4. Calls beyond the local calling area of the serving exchange will not be permitted.
JOINT USER SERVICE (1)

A. GENERAL

Joint use of service permits a person, firm or corporation to share the use of a Central Office Access Line provided to a business customer.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rating</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Joint Use of Service</td>
<td>50% of applicable individual business Central Office Access Line</td>
</tr>
</tbody>
</table>

C. CONDITIONS

1. Joint use of service will be furnished with the approval of the Company only with business individual Central Office Access Lines, or PBX Trunk Service.

2. Joint use of service will not be furnished to a customer who is in a business of a secretarial nature, or of renting or leasing space to transient or permanent tenants.

3. The joint user must be located on the same premises, or in the same office, or in the same suite of offices as the customer, or in an office adjacent to and directly accessible from the customer's office.

4. A joint user will be furnished one directory listing without charge.

5. Applications for joint use of service shall be made by the customer.

6. The customer will be responsible for all charges incurred by the joint user.

7. Additional listings and supplemental services may be furnished to the joint user at the request of the customer and at regular rates.

8. After the listing for the joint user has been included in the directory, joint use of service may not be discontinued during the life of the directory, except under the following conditions:

   a. The customer's service is discontinued;

   b. The joint user moves from the premises where the customer's service is located;

   c. The joint user established his own Central Office Access Line Service on the same premises.

(1) Joint User Service is "grandfathered" to existing customers at existing locations.
GENERAL EXCHANGE SERVICES

CONSTRUCTION AND SPECIAL INSTALLATION CHARGES

GENERAL

The regulations and charges stated herein apply (a) when the service requested requires the installation or extension of facilities which would not, but for the applicant's request, be needed in the Telephone Company's plant, and (b) to special wiring or type of construction requested by the subscriber. The charges herein are in addition to other charges applicable under this tariff.

Construction charges are nonrecurring charges to customers under certain conditions as hereinafter set forth to cover all or a portion of the costs involved in the provision of telephone service and are payable in advance. Such charges are in addition to the rate for the monthly service furnished and any service connection charges, mileage charges or other charges that may apply are found elsewhere in this tariff.

Construction under this section will be done according to Telephone Company requirements and specifications based on the method of construction normally used based on the area to be serviced and with consideration given to the quantity and type of service to be provided.

All facilities constructed by the Telephone company and used by it in the furnishing of telephone service including those facilities to which construction or installation charges apply shall remain the property of the Telephone Company.

RURAL LINE EXTENSION - INDIVIDUAL

A. GENERAL

The furnishing of service to all applicants, without the burden of prohibitive aid to construction charges, is the essence of the Company's obligation.

B. CHARGES

1. Permanent Customer

   a. Within the Base Rate Area No Charge

   b. Along Existing company Facilities No Charge

   c. Provided as part of a major project within an exchange and covered by an area coverage survey No Charge
GENERAL EXCHANGE SERVICES

CONSTRUCTION AND SPECIAL INSTALLATION CHARGES

B. CHARGES (continued)

1. Permanent Customer
   
d. Customer not covered in a, b or c above:

   If the extension of service requested is 3,000 feet or more from existing service, the customer will be charged for the additional cost of construction over 3,000 feet.

   For construction on private property, there is no charge for the first 250 feet from existing service. The customer will be charged for additional cost of construction over 250 feet. The customer may undertake, where in the opinion of the Telephone Company it is practicable for him to do so, such construction in whole or in part, in lieu of the construction charges which apply to the portion. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Telephone Company.

   Any poles, conduit cable or other plant provided at the expense of the customer, on private property, are the property of the Telephone Company, are maintained and replaced by the Telephone Company, and shall not be used by the customer for any purpose other than service furnished by the Telephone Company or the support of cross-arms, cable, wire or other apparatus of the Telephone Company except upon approval of the Telephone Company.

   "Charge" as used in this section is to be interpreted to mean the cost of labor and materials, including charges for supervision and other overhead expenses.
GENERAL EXCHANGE SERVICES

CONSTRUCTION AND SPECIAL INSTALLATION CHARGES

REAL ESTATE DEVELOPMENTS

A. GENERAL

1. Where a real estate developer (including those of permanent mobile home parks) requests the Telephone Company to install facilities within a specified development area to be subdivided into lots intended for resale, the Telephone Company shall provide a preliminary sketch and an estimate of the cost of installation of requested facilities.

2. Any developer requesting detailed plans, specifications, or cost estimates shall be required to deposit with the Telephone Company an amount equal to such estimated cost of preparation. The Telephone Company will, upon request, make available such plans, specifications, or cost estimates for the proposed construction within 90 days after receipt of the deposit. Upon receipt of authorization of construction of the extension of facilities, any deposit shall be credited to the cost; otherwise such deposit shall be nonrefundable.

3. Design of such extension of facilities by the Telephone Company shall be based upon:
   a. Accepted engineering and construction standards and practices;
   b. Provision of one party service to each projected customer;
   c. Service requirements as specified by the developer;
   d. Reasonable projected future growth as determined by the Telephone Company.

4. Feeder plant will not be included as part of the cost to be paid by the developer.

5. The developer shall grant to the Telephone Company such easements and rights-of-way required at no cost to construct within the development area. No underground facility shall be installed by the utility until final grades have been established and furnished to the utility.

6. When the developer has provided a construction corridor, the Telephone Company shall use such corridor as long as the design, layout, easement specification routing and scheduling requirements can be met.

7. The Telephone Company and developer will enter into a written agreement covering details as specified in this section.

8. If the developer authorizes construction of the facilities, the total cost of said facilities must be paid to the Telephone Company by the developer prior to commencement of construction less any deposit that may have been made.
GENERAL EXCHANGE SERVICES

CONSTRUCTION AND SPECIAL INSTALLATION CHARGES

REAL ESTATE DEVELOPMENTS (Continued)

B. REAL ESTATE - NON-DEVELOPED (Including Permanent Mobile Home Parks)

1. In the event the proposed extension of facilities shall include oversizing of facilities at the Telephone Company's option, the expense involved in such oversizing shall be at the Telephone company's expense. Appropriate details of such oversizing and the expense thereof shall be set forth in the plans, specifications and cost estimates.

2. The telephone Company will refund to the developer seven (7) times the annual primary service revenue for each new net subscriber served within the land development area or mobile home park for a period of five years. The annual refund will be based on the net increase in the number of access lines within the development area.

3. Total refund payments shall be limited to the net increase in main access lines over the five year period and shall not exceed the total construction costs advanced by the developer.

C. REAL ESTATE - PARTIALLY DEVELOPED

1. In a partially developed real estate area or permanent mobile home park where there are existing homes and/or businesses for whom the developer requests telephone service to be provided, the Telephone company will design the plant necessary to service those potential subscribers from whom an application for service has been received and apply a credit equal to seven (7) times the annual primary service revenue for each potential subscriber to be offset against the total cost of construction.

2. The developer will pay to the Telephone company any excess costs over the seven (7) times the annual primary service revenue off-set per potential subscriber.

3. Where plant is being added and the credit is greater than the cost estimate, the excess would not be used as a credit against additional plant in any development area for which there are not homes or businesses.

4. Should the developer request the Telephone Company to add plant for which there are no existing homes or businesses, the developer will pay the full cost of such additional plant as an aid to construction prior to any construction. In such case, the refund per net access line as outlined in Paragraph B.2 shall be applicable.

5. Total credits and refunds shall not exceed the actual cost of construction under any circumstances.
GENERAL EXCHANGE SERVICES

CONSTRUCTION AND SPECIAL INSTALLATION CHARGES

RIGHTS-OF-WAY ON PRIVATE PROPERTY

Where an extension of facilities is required and it is necessary to cross private property to do so, the applicant(s) including real estate developers, shall provide the Telephone Company with permanent right-of-way easements for the construction, operation and maintenance of such extension of facilities across such private property without expense to the Company. Such easements as may be required shall be provided in advance of commencement of any construction by the Telephone Company.

TEMPORARY EXTENSION OF FACILITIES

A. For extensions required either within or outside the base rate area where the proposed service is temporary as distinguished from seasonal service, and the plant to be put in place would not all be of value to the Telephone Company in the general conduct of its business upon discontinuance of that service, the customer will be charged the estimated cost of construction and the removal of the plant (including circuits, pole line, cable or conduit as required) which is not of value to the Telephone Company, less the estimated immediate net recovery value of the material used.

B. If it is necessary to use private right of way and this cannot be obtained by the Telephone Company without expense to it, the subscriber shall obtain or pay the expense of obtaining the required right of way.

SPECIAL CONSTRUCTION

Where the subscriber requests a special installation of outside plant facilities other than what normally is provided, the subscriber will be required to pay a charge equal to the estimated cost of providing such special facilities.
GENERAL EXCHANGE SERVICES

EXTENSION STATIONS AND MILEAGE CHARGES

A. GENERAL

1. Outside or "off-premises" extension service wired from the customer's side of the main service drop protector is considered as inside wire and is not regulated.

   Off-premises extensions wired directly from the utility network side of the protector are regulated and as such are covered under this tariff.

2. Off-premises extension service is from use of persons authorized to use a customer's service and may not be installed on other than the customer's premises or joint user's premises except as follows:

   a. Off-premises extension service may be installed with or without a workable dial if there is separate main service or private branch exchange service on the premises where the extension service is to be installed.

   b. Off-premises extension service is provided for answering purposes only on premises not having separate service. Outward dialing will not be possible.

   c. Separate telephone numbers or other distinctive designations are not assigned to off-premises extension service.

   d. Off-premises extension service is not listed in the telephone directory and no free listings are allowed in connection with the main service because of off-premises extensions.

3. Extension stations installed in connection with semi-public service are restricted to the answering of incoming calls. They will not be equipped with coin collectors nor the workable dials.

4. Mileage charges will be based upon airline mileage between the locations of the main and extension service and will apply to those off-premises extensions that remain regulated as indicated under Paragraph 1 above.

B. RATES/CHARGES COVERING EXTENSION SERVICE

<table>
<thead>
<tr>
<th>Mileage Charges</th>
<th>Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking Channel, per 1/10 Mile</td>
<td>$1.00</td>
</tr>
<tr>
<td>Associated Signal Channel, per 1/10 Mile</td>
<td>$1.00</td>
</tr>
<tr>
<td>Minimum Charge 2/10 mile</td>
<td>$2.00</td>
</tr>
</tbody>
</table>
GENERAL EXCHANGE SERVICES

TOLL RESTRICTION SERVICE

A. GENERAL

1. Toll restriction service provides denial of outgoing 0+ and 1+ long distance calls for central office access lines or trunks.

2. This service is provided only where central office capabilities permit the offering.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Toll Restriction Service (outgoing calls only) None Service Order Charges

C. CONDITIONS

1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.

2. Incoming calls are not restricted.

SPECIAL BILLING ARRANGEMENTS

A. GENERAL

Special Billing Arrangements encompass charges or rates which are applicable for specialized toll services as set forth herein. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Special Billing Numbers, each N/A N/A

C. CONDITIONS

1. Special Billing Numbers

a. Special Billing Numbers may be provided in conjunction with all classes and grade of service.

b. The minimum period for which this service may be offered is two (2) months.
GENERAL EXCHANGE SERVICES

SPECIAL REVERSE TOLL SERVICE (ZENITH)

A. GENERAL

This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
</tr>
</tbody>
</table>

1. Special Reverse Toll Service charge, per exchange  N/A

C. CONDITIONS

1. The charges for each message will be billed to the called party at the regular operator sent-paid station rate.

2. This service may be furnished with business Central Office Access Line and PBX services.

3. This service includes the listing of a special number in both the published directory and directory assistance records of the exchange or exchanges from which calls are to be accepted.

   a. At the option of the customer, this number may be private listing to limit the service to certain selected individuals.

4. The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer selected exchanges.
GENERAL EXCHANGE SERVICES

VACATION NUMBER RESERVATION

A. GENERAL

Vacation Number Reservation provides for temporary suspension 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 lines 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.

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.

B. RATES

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.
GENERAL EXCHANGE SERVICES

TONE DIAL SERVICE

A. GENERAL

Tone Dial Service provides the ability to originate telephone calls through the use of telephone instruments equipped with pushbuttons in place of the standard Rotary Dial. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rate Charge</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tone Dial Service</td>
<td>None</td>
</tr>
<tr>
<td>Residence</td>
<td>None</td>
</tr>
<tr>
<td>Per Central Office Access Line</td>
<td>None</td>
</tr>
<tr>
<td>Business</td>
<td>None</td>
</tr>
<tr>
<td>Per Central Office Access Line</td>
<td>None</td>
</tr>
<tr>
<td>Key System Line</td>
<td>None</td>
</tr>
<tr>
<td>PBX/PABX Trunk Line</td>
<td>None</td>
</tr>
<tr>
<td>Pay Telephone Service</td>
<td>None</td>
</tr>
</tbody>
</table>

The rates for Tone Dial service are included in the applicable rates for Local Service, Part IV.

C. CONDITIONS

1. This service will be furnished only where the necessary equipment and related facilities are available.

2. Tone Dial rates and charges apply when customer-premise equipment is equipped with Tone Dial type services.
GENERAL EXCHANGE SERVICES

TRANSFER SERVICE

A. GENERAL

This service provides for the automatic transfer of incoming calls from one line to another automatically through equipment installed in the central office. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate $</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer Services</td>
<td>$3.00</td>
<td>None</td>
</tr>
<tr>
<td>a. Automatic (central office operated)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C. CONDITIONS

1. This service is available only with individual line services within the same central office serving area, where the central office is so equipped.

2. Transfer service is not available with pay telephone service.
GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

1. Adjacent Exchange Service is offered to customers of this Company in any adjacent contiguous exchange in the State of Minnesota.

2. The customer must subscribe to service in the primary exchange to be eligible for this service.

3. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

4. The adjacent exchange tariff shall not affect the terms under which a customer receives adjacent exchange service, if that customer was receiving adjacent exchange service prior to April 26, 1989.

B. DEFINITIONS

1. Primary Exchange - The exchange in which the customer is located.

2. Adjacent (secondary) Exchange - The adjacent contiguous exchange from which a second service can be extended into the primary exchange.

3. Construction Charges - The costs, including normal overhead expenses and costs for regrouping of lines, incurred by the company(s) in the provision of facilities required to extend the adjacent exchange service to the premises of the customer in the primary exchange.

4. Telephone Plant - The central office equipment, wire, poles when applicable, outside plant facilities necessary in the provision of this service.

5. Point of Connection - Exchange boundary line, or point at which plant facilities cross, between the primary and adjacent exchanges.
C. CHARGES - (Nonrecurring)

1. The charges applicable to the customer in the provision of this service are:
   a. In the primary exchange
      1) All construction charges for extending the telephone plant facilities of the primary company from the customer location to the point of connection at the adjacent exchange boundary. These charges will be paid to the primary exchange company.
   b. In the adjacent exchange
      1) Construction charges applicable for extending the telephone plant facilities of the adjacent company from the point of connection at the primary exchange boundary to the available facilities in the adjacent exchange for the requested service. These charges will be paid to the adjacent exchange company.

2. All charges (estimated costs) will be paid in advance; and differences between actual and estimated costs will be refunded to the customers, or remitted to the company(s), as may be applicable.

D. RATES - (Monthly Recurring)

1. The rates applicable to the customer are:
   a. All filed tariff rates of the adjacent exchange company for the service provided, plus
   b. Exchange mileage rates based on the cable route distance from the customer's location in the primary exchange to the point of connection with the adjacent exchange.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>First one mile or fraction thereof</td>
</tr>
<tr>
<td>2)</td>
<td>Each additional ¼ mile or fraction thereof</td>
</tr>
</tbody>
</table>
E. CONDITIONS

1. No toll calls will be placed from or charged to the customer’s adjacent exchange central office access line except at such times as the primary exchange central office access line has been reported to be out of service.
   a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
   b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.

2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.

3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.

4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.

5. Disconnection of Service
   a. When service provided under this tariff is disconnected, because the customer has no further need of such, or for nonpayment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.

6. Reuse of Facilities
   a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.

7. Failure of the customer to comply with the tariff provision related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.

8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.
GENERAL EXCHANGE SERVICES

DIRECTORY ASSISTANCE

A. LOCAL DIRECTORY ASSISTANCE

1. GENERAL

   a. Telephone calls by customers for Intra-NPA telephone number listings will be answered and numbers given if the requested number is listed in the Directory Assistance records.

   b. A maximum of two requested telephone numbers will be provided for each Directory Assistance Call.

   c. The rates below apply for Intra-NPA calls to Directory Assistance or the customers local calling area, except as provided below. The charges also apply to customers within such local calling area in adjacent states that are subject to this tariff.

   d. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

2. RATES

   a. The charge for each direct dialed call to Directory Assistance is $3.15.

   b. Requests placed through the operator when normal Directory Assistance service is available (maximum of two requests per call) are subject to the rate for direct dialed calls plus the charge for other operator station-to-station Local Operator Assistance, as specified in this section.

   c. Charges for Directory Assistance Service are not applicable to calls placed from public and semi-public telephone service, hotels, motels, hospitals or 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 and the Telephone Company's acceptance of that form.
GENERAL EXCHANGE SERVICES

DIRECTORY ASSISTANCE (Continued)

B. 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

The rate specified in paragraph A.2.a. for Local Directory Assistance also applies for each customer-dialed National Directory Assistance call.
C. 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.

e. **Call completion is provided without additional charge for calls within the LATA.** (N)
   IntraLATA long distance or local message charges still apply if applicable. (N)
GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES

A. GENERAL

Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more custom calling features. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

Custom Calling Services will be provided in connections with individual line residence and business service. Party line, PBX and Centrex customers are excluded.

The Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature.

B. RATES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Per CO Line Equipped</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1. Individual Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Call Waiting</td>
<td>$5.94</td>
<td>$7.14</td>
</tr>
<tr>
<td>b. Call Forwarding</td>
<td>$5.00 (I)</td>
<td>$5.94</td>
</tr>
<tr>
<td>c. Three-Way Calling</td>
<td>$5.00 (I)</td>
<td>$5.94</td>
</tr>
<tr>
<td>d. Speed Call 8</td>
<td>$3.34 (I)</td>
<td>$4.54 (I)</td>
</tr>
<tr>
<td>e. Speed Call 30</td>
<td>$4.54 (I)</td>
<td>$5.74 (I)</td>
</tr>
<tr>
<td>f. Outbound Call Block Feature [¹]</td>
<td>$5.00</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

[¹] Effective January 22, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.
CUSTOM CALLING SERVICES (Continued)

C. DESCRIPTION

1. Call Waiting - This feature informs a subscriber who is on an established all that a third party is trying to call.

   An incoming call which arrives at a busy line with the Call Waiting feature will receive audible ringing instead of busy tone. The called party is alerted via a Call Waiting tone. The Call Waiting tone is audible only to the called party.

   The called party may either ignore the waiting call or answer the waiting call by (1) terminating the existing call by going on hook, receiving a ring and upon answer, being connected to the waiting party or (2) putting the established call on hold and subsequently alternating between the two parties.

2. Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which he wants all incoming calls to be automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the telephone to which the call was transferred.

3. Three-Way Calling - This feature allows a subscriber to form a three-way conference with two other parties. This feature allows the subscriber to flash the switchhook during a normal talking connection, receive a special dial tone and dial a third party. The third party can be added to the conversation at any time by flashing the switchhook after the third-party dialing is complete and audible ringing is heard. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

4. Speed Call 8 or Speed Call 30

   This feature allows a single-line subscriber to establish a group of eight (8) or thirty (30) separate frequently called telephone numbers which the subscriber may then call by dialing one- or two-digit code. After going off-hook and receiving dial tone, the subscriber dials the abbreviated called number. The call will then proceed as a normal call and no further action is required by the subscriber.

5. Outbound Call Block Feature [1]

   This feature 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 Service features 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 Service customers.

   [1] Effective January 22, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.
GENERAL EXCHANGE SERVICES

RESERVED FOR FUTURE USE

(C)

(D)
GENERAL EXCHANGE SERVICES

OPERATOR ASSISTANCE

A.  GENERAL

1. Operator assistance is furnished to customers upon their request in order to complete local and IntraLATA calls.

2. There are five classes of Operator Assistance offered: Credit Card Calling, Operator Station Calls, Person to Person, Busy Line Verification and Busy Line Interrupt. When Operator Assistance is required to complete a local or IntraLATA call, the rates appearing under Section B will apply.
   a. Credit Card Calling
      Customer dialed "O+" calls and completed by the caller or completed by the operator that will be billed to the caller's credit card instead of the telephone number originating the call.
   b. Operator Station Calls
      Customer dialed "O-" calls where the operator completes the call and arranges billing. Can be billed to the originating telephone number, credit card, collect or to a third number. Includes operator placed calls to Directory Assistance.
   c. Person-to-Person Calls
      Customer dialed "O-" or "O+" calls where the operator completes the call and arranges billing. Can be billed to the originating telephone number, credit card, collect or a third number.

3. Customers who identify themselves as being disabled and unable to dial the call will not be required to pay Operator Assistance charges for sent paid station-to-station calls from public and semipublic coin telephones.
GENERAL EXCHANGE SERVICES

OPERATOR ASSISTANCE (Continued)

B. RATES

Operator Assistance

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Call</td>
<td>$0.60</td>
</tr>
<tr>
<td>Operator Station Call</td>
<td>$1.10</td>
</tr>
<tr>
<td>Person-to-Person Call</td>
<td>$2.60</td>
</tr>
<tr>
<td>Busy Line Verify</td>
<td>$1.00</td>
</tr>
<tr>
<td>Busy Line Interrupt</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

Operator Assistance charges will not apply to calls placed to the Company Business Office, Company Repair Service, Emergency Calls, 911 or the Law Enforcement and Public Safety Agencies.

C. APPLICABILITY

The rates for Operator Assistance in Section B above apply to the end-user customer placing the telephone call associated with the specified Operator Service. These rates do not apply, nor are they available to an industrial user, reseller or another alternative operator service provider.

See Concurrence, Part VII
EMERGENCY REPORTING TELEPHONE SERVICE (9-1-1)

A. CONCURRENCE IN REGULATIONS AND CHARGES OF CENTURYTEL OF MINNESOTA, INC

1. CenturyTel of Chester, Inc concurs in Section 7, Emergency Reporting Service (9-1-1) as filed by CenturyTel of Minnesota, Inc. with the following exceptions.

2. CenturyTel of Chester, Inc extends this concurrence to any and all changes, which may be made subsequent to this date by CenturyTel of Minnesota, Inc.

3. CenturyTel of Chester, Inc hereby expressly reserves the right to cancel and make void this statement of concurrence at any such time as it appears that such cancellation is to the best interest of the Telephone Company.

4. Pursuant to a statewide contract, Qwest Corporation d/b/a CenturyLink QC is the sole provider of automatic location identification services within the state of Minnesota. The terms, conditions, and rates for Private Switch Automatic Location Identification are in Section 9 of Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Non-Price Regulated Price List No. 2.

B. GENERAL

As mandated by Minnesota Statutes (Chapter 403 and 2 MCAR 1.6101-1.6115) a 911 emergency calling system was established between Chester Telephone Company (a/k/a CenturyTel of Chester, Inc) customers and the County of Fillmore. The following are the tariffs as of 5/29/92, the day 911 service was officially turned on.

C. RATES AND CHARGES

The rates and charges for 911 Services will be determined on an individual case basis.

<table>
<thead>
<tr>
<th>911 Trunks without features,</th>
<th>Monthly Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>out-switching charges per the</td>
<td>ICB $38.06</td>
</tr>
<tr>
<td>Chester central office</td>
<td></td>
</tr>
</tbody>
</table>

MN 16-02
CALL TRACING

A. GENERAL

Call Tracing allows for the identification and recording of the telephone numbers of some or all of
the incoming calls to the telephone line of a customer.

B. DEFINITIONS

1. Customer - means a person, firm, partnership, limited liability company, corporation,
municipality, cooperative association or organization, governmental agency, or other entity
receiving telecommunications service.

2. Customer-originated call-tracing - means a customer-activated call-specific form of call
tracing available as part of a set of services called Custom Local Area Signaling Services
(CLASS).

3. Emergency - means a situation that appears to present immediate danger to person or
property.

4. Investigative or law enforcement officer - means an officer of the United States, a state, or
a political subdivision of the United States or a state, or a University of Minnesota peace
officer, which is empowered by law to investigate or make arrests for crimes related to
communications, or an attorney authorized by law to prosecute those crimes.

C. TERMS AND CONDITIONS

1. Call Tracing will be provided when requested by both a customer and an investigative or
law enforcement officer and the customer has provided consent. Normally written consent
will be required.

In emergencies, call tracing will be provided upon receiving oral consent from the customer.
The customer will be requested to provide written consent promptly and advised to seek
the assistance of an investigative or law enforcement officer.
GENERAL EXCHANGE SERVICES

CALL TRACING (Continued)

C. TERMS AND CONDITIONS (Continued)

2. Information regarding the originating telephone numbers will be disclosed only to investigative or law enforcement officers, not to customers receiving call-tracing services.

3. The company will work with investigative or law enforcement officers to determine how long call-tracing services should be provided.

4. The Company may provide customer-originated call-tracing service (CLASS Call Trace) as an alternative to Call Tracing in response to a Call Tracing request from a customer who is located in an exchange where CLASS Call Trace is available and where Class Call Trace will function as accurately as Call Tracing.

D. RATES

1. Call Tracing Setup
   a. During Normal Business Hours $12.00
   b. Outside of Business Hours $18.00

2. Extension of Call Tracing period at request of Investigative or law enforcement agency No Charge

3. Provision of Call Tracing information to Investigative or law enforcement agency No Charge
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.

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.
B. TERMS AND CONDITIONS (Continued)

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

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.
GENERAL EXCHANGE SERVICES

N11 ABBREVIATED DIALING CODES (Continued)

B. TERMS AND CONDITIONS (Continued)

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.

C. RATES

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

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Subsequent Changes, Per Host Switch and/or Stand Alone Switch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$50.00</td>
</tr>
</tbody>
</table>
GENERAL EXCHANGE SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A. GENERAL

1. 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.

2. 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.

3 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.
A. 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.

5. 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.
GENERAL EXCHANGE SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A. GENERAL (Continued)

5. Obligations of the Customer (Continued)

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.


6. 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.

B. 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.

Nonrecurring Charge
Per Access Line/Circuit $15.00

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.

b. Essential Provisioning

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.

Monthly Rate
Per Access Line/Circuit $5.00
GENERAL EXCHANGE SERVICES

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.
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.

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.
SOHO/SMALL BUSINESS ANNIVERSARY PROGRAM

A. GENERAL

1. The Small Business Anniversary Program is available to all business customers with 99 lines/trunks or fewer. A direct mailing will be sent to eligible customers immediately after the service anniversary date.

2. Business customers who are not currently subscribed to the Company's High Speed Internet Service and have retained local regulated service with the Company for one year or for two years are eligible for a one-time invoice credit of up to $10. Eligible customers who are contacted by the Company or contact the Company to request this offer, will receive the invoice credit when they respond to this offer during their service anniversary month (the month during which service was initially established and retained without a break in service) and discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Business customers who have retained service for three years, four years, or five years, are eligible to receive an upgrade to 1.544 Mbps High Speed Internet at no additional charge for three months, when they respond to the offer during their service anniversary month. If 1.544 Mbps High Speed Internet is not available, customers with three years of continued service will receive a one-time invoice credit of up to $25 and customers with four or five years of continued service will receive a one-time invoice credit of up to $30.

Customers with six years or longer of continued service with the Company will receive a one-time invoice credit of up to $35 when they respond to this offer during their service anniversary month.

The actual amounts of the invoice credits issued will be the sum of the customer's monthly recurring charges (excluding long distance, taxes, surcharges, and other fees) or the credit amounts stated herein, whichever is less.

3. For customers with multiple service locations, the invoice credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.
GENERAL EXCHANGE SERVICES

PURE BROADBAND BUNDLE THANK YOU PROGRAM

A. GENERAL

1. Business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company’s High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this program, will receive the invoice credit when they respond to this program during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer’s overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This program is not available in conjunction with any promotional offer.

SIMPLE CHOICE UNLIMITED $10 FOR 12 MONTHS PROGRAM

A. GENERAL

1. Existing Simple Choice Unlimited customers who contact the Company to disconnect service and instead agree to retain service with the Company will be eligible for a $10 bill credit for 12 months when they agree to retain the Company's Simple Choice Unlimited for a minimum of 12 months. To be eligible, the customer must agree to subscribe to the Company’s Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied. In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero.
A. BUSINESS

1. $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 not 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.

2. Nonrecurring Add A Line Business Waiver

Business Core Connect 2 and Core Connect 2 LITE customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order additional Core Connect 2 or Core Connect 2 LITE packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to an additional Core Connect 2 or Core Connect 2 LITE package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This offer may not be combined with other discounts unless otherwise specified.
B. RESIDENCE

1. 

2. **$5 for 6 Save Offer**
   Existing residence customers may be eligible for a $5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer’s account must have and maintain a B, C or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

   The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service under this offer prior to the end of the six month period, no additional credits will be applied. This offer may not be combined with any other competitive response program.

   In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero.

3. **Access Line Service Charge Waiver Offer**
   When new residence customers who are contacted by the Company or who contact the Company and request this offer establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this offer will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.
A. BUSINESS

1. Waiver of NRC for Voice Installation with HSI

During the period June 1, 2012 through August 29, 2012, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged service (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

B. RESIDENCE

1. PURE BROADBAND BUNDLE $5 for 12 or 24 – GRANDFATHERED[1]

New and existing residence customers who are contacted by the Company or who contact the Company and request this offer and subscribe to the Company's Pure Broadband Bundle package and the Company's non-regulated High-Speed Internet may be eligible for a $5 bill credit for 12 or 24 months.

To be eligible, the customer must agree to subscribe to the Company's Pure Bundle and the Company's non-regulated High-Speed Internet for either a 12 or 24 month term commitment. The customer must also agree to subscribe to one of the following qualifying services for either a 12 or 24 month term commitment: 1) a Company affiliated Verizon Wireless calling plan; 2) a Company affiliated DIRECTV programming package; 3) the Company’s non-regulated PRISM video service; and/or 4) the Company’s non-regulated home security Smart Home protection plan.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer's acceptance of this offer and will continue for the remainder of the term commitment thereafter. If a customer discontinues Pure Broadband Bundle, the Company’s High Speed Internet, or any of the four qualifying optional services prior to the end of the 12 or 24 month period, no additional credits will be applied.

In no event will the application of this discount be used in conjunction with any other credits to take the customer's billed amount below zero.

[1] Effective June 11, 2017, this competitive response program is grandfathered. Availability to current customers is limited to lines in service at existing locations.
GENERAL EXCHANGE SERVICES

SERVICE CHARGES

A. GENERAL

1. Service charges apply to connect, move or change telephone service and facilities according to the components of work required.

B. CHARGES

1. Service Ordering Charge

   Per customer request for work ordered and requested to be completed at the same time.

   a. Residence Service

      1) For connecting new or additional Central Office Access Lines (Initial) $10.00
      2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities, other than Central Office Access Lines (Subsequent) 6.00
      3) Record work 5.00

   b. Business Service

      1) For connecting new or additional Central Office Access Lines (Key System, PBX Trunk, Pay Telephone, Resale or Shared Service Lines) (Initial) 12.00
      2) For moving or changing existing service and facilities, or adding new or additional service and facilities, other than Central Office Access Lines (see b.1 above) (Subsequent) 7.00
      3) Record work 5.00

2. Central Office Access Line Charge (Line Connection)

   Per Central Office Access Line or telephone number worked on, including, but not limited to the following:

   a. Residence Service

      1) Central Office Access Lines, each $12.00
      2) Off-premises mileage and tie lines involving Central Office work, each N/A

   b. Business Service

      1) Central Office Access Lines, (see b.1 above) each 15.00
      2) Off-premises mileage and time lines involving central office work, each N/A
### GENERAL EXCHANGE SERVICES

#### SERVICE CHARGES

**B. CHARGES (Continued)**

<table>
<thead>
<tr>
<th>Charge</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Travel Charge (Premise Visit)</td>
<td>$15.00</td>
</tr>
<tr>
<td>One charge applies for all work ordered and requested to be completed at the same time on the same visit, each</td>
<td></td>
</tr>
<tr>
<td>4. Restoration of Service (Disconnect/Reconnect)</td>
<td></td>
</tr>
<tr>
<td>When the service of a customer has been temporarily denied in accordance with the General Rules and Regulations (Part II of the Tariff), but the record has not been deleted nor facilities removed, such service is restored only upon payment of this restoration of service charge.</td>
<td></td>
</tr>
<tr>
<td>a. Subsequent to the completion of a remove order, services will be reestablished only upon the basis of a new application.</td>
<td>$10.00</td>
</tr>
<tr>
<td>5. Returned Check Charge <em>(a.k.a. Returned Payment Charge)</em></td>
<td>$30.00</td>
</tr>
<tr>
<td>Charge will be made when a check is presented in payment for service and is subsequently returned by the bank for insufficient funds.</td>
<td></td>
</tr>
<tr>
<td>6. Copy of Bill</td>
<td></td>
</tr>
<tr>
<td>A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.</td>
<td></td>
</tr>
<tr>
<td>A nonrecurring charge applies for each printed copy furnished.</td>
<td></td>
</tr>
</tbody>
</table>

**Residential** | **Business**
--- | ---
Charge per copy | $4.00 | $7.00
GENERAL EXCHANGE SERVICES

SERVICE CHARGES

B. CHARGES (Cont’d)

7. Service Date Change

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.

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.

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 9. following.

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 8. following, and a new order with a new service date will be issued. In this instance, 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 8.a. following.

8. 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.
GENERAL EXCHANGE SERVICES

SERVICE CHARGES

B. CHARGES

8. Cancellation of Order Charge (Cancellation of Application for Service)

a. (Cont’d)

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 will apply as follows, unless specified otherwise for a specific service:

1) Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

2) Where the customer cancels an order prior to the start of installation, no charge applies.

3) Where installation of facilities has been started prior to the cancellation, the charges specified in (i) or (ii) following, whichever is lower, shall apply.

   i. A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs; or

   ii. The minimum period charges for the service.

4) If the Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the order without incurring cancellation charges.

9. 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 5, Charges Applicable Under Special Conditions, unless set forth elsewhere in this [tariff/Local Terms of Service] for a specific service.
GENERAL EXCHANGE SERVICES

SERVICE CHARGES

C. CONDITIONS

1. Service Charges are in addition to the other applicable rates and charges located in other parts of this filed tariff.

2. Service Charges apply in addition to, but not in lieu of, mileage rates or those charges covered under Special Type of Construction or Line Extensions of a temporary or speculative nature.

3. When Central Office Access Line service is established for a different customer and all of the facilities are reconnected in place without any change, the appropriate service ordering charge applies to the class of service established.

4. Service Charges apply for:
   a. Establishing service.
   b. Reconnections of service for nonpayment when a service order had been issued for due bill.
   c. Move of service from one premise to another.
   d. Number change made at the request of the customer.
   e. Rearrangement or relocation of facilities at customer’s request.

5. Service Charges do not apply:
   a. When any change is made and initiated by the Company.
   b. For customer name change with no lapse in billing or change in service.
   c. When central office access line service is reestablished at a secondary location immediately following the rendering of the customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

SERVICE CHECK

A. GENERAL

1. A service check will be performed when a customer requests the telephone company to perform a check of its facilities up to the demarcation point.

B. CONDITIONS

1. No charge will be assessed the customer regardless of whether the telephone company determines any difficulty exists on its side of the demarcation point.

2. When a customer requests that the telephone company locate or repair any difficulty on the customer's side of the demarcation point, a deregulated charge may apply for checking the facilities on both the customer's and the telephone company's side of the demarcation point.
SERVICE CHARGES

LIFELINE ASSISTANCE PROGRAMS

A. FEDERAL LIFELINE PROGRAM

CenturyTel of Chester, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.A. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program.

B. MINNESOTA TELEPHONE ASSISTANCE PROGRAM (TAP).

CenturyTel of Chester, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.B. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Minnesota Telephone Assistance Program.

C. TRIBAL LANDS LIFELINE PROGRAM

CenturyTel of Chester, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.C. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program.

D. TRIBAL LINK-UP PROGRAM

As of April 1, 2012, non-Tribal Lifeline customers are not eligible for Link-Up support. Eligible residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to $100.00 in connection with commencing telecommunications service to the qualifying customer’s principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to $200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

(M) Material previously appeared on Sheet 7, Release 2.
SERVICE CHARGES

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

A. DEFINITION

This tariff provides for a surcharge to establish and administer a program to distribute communication devices to eligible communication-impaired persons and to create and maintain a message relay service.

B. ELIGIBILITY FOR COMMUNICATION DEVICES

To be eligible to obtain a communication device a person must be:

1. at least 5 years of age;
2. communication impaired;
3. a resident of the state;
4. a resident in a household that has a median income at or below the applicable median household income in the state except a deaf and blind person applying for a telebraille unit may reside in a household that has median income no more than 150 percent of the applicable median household income in the state; and
5. a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number.

C. ELIGIBILITY FOR WIRING INSTALLATION

If a communication-impaired person does not have telephone service and is subject to economic hardship as determined by the TAM board, the telephone company providing local service shall at the direction of the administrator of the program waive access line (outside wiring) connection charges.

D. REGULATIONS

Service Charges shall not apply to eligible persons to establish this program on existing service.

E. FUNDING

This program shall be funded through a surcharge on residence and business access lines, which pay the 911 surcharge, pursuant to Minnesota Rules, part 7817.0300.

F. SURCHARGE

The surcharge rate is the effective rate ordered by the Minnesota Public Utilities Commission. The company is responsible for billing, collecting, and remitting the surcharge to the appropriate government agency.
SERVICE CHARGES

(M) Material moved to Part VI, Sheet 4.
RESERVED FOR FUTURE USE (Continued)
CONCURRENCES

MESSAGE TOLL TELEPHONE SERVICE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF QWEST CORPORATION

1. CenturyTel of Chester, Inc. concurs in rates, rules and regulations governing intrastate communication as filed by Qwest Corporation d/b/a CenturyLink QC.

2. CenturyTel of Chester, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by Qwest Corporation d/b/a CenturyLink QC.

3. CenturyTel of Chester, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any such time as it appears that such cancellation is to the best interest of the Telephone Company.

OPERATOR ASSISTANCE SERVICES CONCURRENCE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF QWEST CORPORATION

1. CenturyTel of Chester, Inc. concurs in the rates and charges governing Operator Assistance Services, as applied by Qwest Corporation d/b/a CenturyLink QC in the State of Minnesota.

2. CenturyTel of Chester, Inc. extends this concurrence to any and all charges which may be made subsequent to this date by Qwest Corporation d/b/a CenturyLink QC.

3. CenturyTel of Chester, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any such time as it appears to the best interest of CenturyTel of Chester, Inc. by filing a replacement tariff.

B. EXCEPTION IN RATES AND CHARGES OF QWEST CORPORATION

1. Local Operator Assistance charges as specified in Part V (Operator Assistance) of this company tariff.

(C)
CONCURRENCES [1]

ACCESS SERVICES CONCURRENCE

A. CONCURRENCE IN RATES AND CHARGES OF CENTURYTEL OF POSTVILLE, INC., TARIFF NO. 2 AS FILED WITH THE IOWA UTILITIES BOARD.

1. CenturyTel of Chester, Inc. concurs in the rates and charges governing Intrastate Access Service, Wire Center Information and Special Construction and Access Services as filed by CenturyTel of Postville, Inc., in the state of Iowa.

2. CenturyTel of Chester, Inc. extends this concurrence to any and all charges which may be made subsequent to this date by CenturyTel of Postville, Inc. To the extent a conflict results between a filed tariff and the Iowa State Utilities Board rules and regulations, CenturyTel of Chester, Inc. will comply with the Iowa State Utilities Board rules and regulations.

3. CenturyTel of Chester, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to the best interest of CenturyTel of Chester, Inc. filing with the Iowa State Utilities Board a replacement tariff.

[1] This page also cancels the following sheet: Sheet 3, Release 2.
GENERAL EXCHANGE SERVICES

CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

A. GENERAL

1. Customer-premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated as specified in this tariff.

2. If customer-premise equipment is used in violation of the provisions of this tariff, the Company will take such action as it deems necessary for the protection of the telecommunications network.

3. After notification by the Company of such violation, the customer shall discontinue such use and confirm in writing to the Company within ten days that such violation has ceased. Failure of the customer to conform to this requirement may result in suspension of service.

4. Customer premise equipment will be directly connected in accordance with Part 68 of the FCC Rules and Regulations.

5. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.

B. COMPANY RESPONSIBILITY-LIMITATIONS

1. The telecommunications network is not represented as being adapted to the use of customer-premise equipment and the Company shall not be responsible for: (a) The through transmission of signals generated by the customer-premise equipment or for the quality of or defects in such transmission; (b) the reception of signals by the customer-premise equipment or communications system.

2. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of patents arising from combining such equipment with the facilities of the Company.

3. The Company shall not be responsible to the customer if changes in criteria in this tariff or changes in any of the facilities or operations or procedures of the Company render any customer-premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.
C. OBLIGATIONS OF THE CUSTOMER

1. The customers will at their expense:
   a. Provide power to operate their equipment in conformity with Company specifications.
   b. Maintain their equipment to assure proper operation within standard of the Company.
   c. Replace or modify their equipment if requested by the Company if it becomes obsolete or incompatible because of changes in standards or operating procedures.
   d. Disconnect equipment upon notification that it is causing or is likely to cause interference or hazard to the network or company personnel, or to other customers of the Company.
   e. Pay a service check charge for visits to their premises when the service difficulty is caused by the customer-premise equipment as specified in Part VI, Service Check Charge.
   f. It shall be the customer’s responsibility to modify any Customer Provided Equipment (CPE) to be compatible with multiparty Central Office Access Line service.

D. BASIS OF CONNECTION

Network connections may be made in accordance with General rules and Regulations Part II, Network Connections.

E. NETWORK PROTECTION CRITERIA

To protect the network and services furnished to the public by the Company, the customer-premise equipment must comply with minimum network protection criteria which shall be prescribed by the Company, or Companies with which this Company connects.
PAYPHONE PROVIDER SERVICE

A. DESCRIPTION

1. Payphone Provider Service provides for the use of customer-provided coin operated or coinless telephones. Payphone Provider Service utilizes a voice grade business access line, Basic Coin Transmission Dial Tone Line, to connect the customer-provided equipment to the Company’s central office.

B. DEFINITIONS

1. Answer Supervision - Line Side - is an optional feature which provides the capability of determining when positive answer supervision has been returned by the terminating station. This feature is only available from central offices which have been equipped to provide this feature and may be incompatible with other optional features.

2. Basic Coin Transmission Dial Tone Line - A network access line used to connect customer-provided coin operated or coinless telephone equipment to and from the telecommunications network.

3. Coin Collection and Return - This coin signalling is provided by the network. Coin collection occurs when a call is completed. Coin return will return the coins to the calling party when a busy signal, or no answer is encountered.

4. Coin Supervision Additive - This is an optional feature provided from central offices that are equipped to provide this feature. The feature is provided when payphone equipment connected to the Basic Coin Transmission Dial Tone Line requires central office coin supervision capability. This feature provides the capability of central office line equipment to pass signals and/or tones from the Basic Coin Transmission Dial Tone Line to a trunk terminating at the Payphone Provider’s operator service provider. These signals enable the operator service provider to recognize coin deposits and coin returns to the pay telephone user. The Coin Supervision Additive feature also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of a call.

5. Company - Is the utility named above.

6. Payphone Provider - is the customer, or the company, that subscribes to the Payphone Provider Service.

7. Selective Class of Call Screening - This is an optional feature provided where facilities are available. This screening is provided to alert the operator services system that an originating non-sent paid, operator assisted call is to be restricted to collect, calling card, or third party billing.
GENERAL EXCHANGE SERVICES

PAYPHONE PROVIDER SERVICE (Continued)

C. RULES AND REGULATIONS

1. The Payphone Provider Service is classified as business service. It is subject to the terms, rates and conditions applicable to business service as described elsewhere in this tariff.

2. Payphone Provider Service may be provided on a measured service basis, or a fixed rate basis. Applicable message charges in Section D.1.a. will apply in all exchanges equipped with appropriate central office metering equipment. A fixed rate charge as found in Section D.1, following, will apply in all exchanges not equipped with metering equipment.

3. The maximum of one payphone instrument may be connected to one Basic Coin Transmission dial Tone Line. A Payphone Provider must use a separate line for each payphone instrument installed and will be billed the tariffed rate for each line. An answer-only extension may be permitted. Off-premises extensions are not permitted.

4. Directory listings may be provided under the regulations which provide for the furnishing of listings for business service.

5. Directories will be provided to the Payphone Provider on the same basis as business access lines.

6. The Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Provider’s payphone instrument.

7. The Company shall not be liable for end-user fraud of any nature occurring at, or in association with, the Payphone Provider’s payphone equipment.
GENERAL EXCHANGE SERVICES

PAYPHONE PROVIDER SERVICE (Continued)

C. RULES AND REGULATIONS (Continued)

8. Responsibilities of the Payphone Provider

   a. The Payphone Provider is responsible for the installation, operation and maintenance of the customer-provided instrument and any associated equipment such as booths, shelves, directories and any other ancillary equipment. The Payphone Provider is responsible for complying with the requirements of the Americans with Disabilities Act. The Payphone Provider is responsible for providing terminal equipment that is hearing aid compatible and meets all standards for handicapped users as required by law, including height restrictions.

   b. It is the responsibility of the Payphone Provider to insure its terminating equipment is properly equipped if it desires the optional feature, Coin Supervision Additive.

   c. The Payphone Provider is responsible for the payment of all charges originating, or accepted at this service, incurred through the use of the Basic Coin Transmission Dial Tone Line including local messages, toll messages, and calls to directory assistance. The Payphone Provider is responsible for any federal, state or local taxes on the customer-provided payphone or on calls made from that payphone.

   d. The customer-provided payphone must be registered in compliance with Part 68 of the FCC's Registration program.

   e. The Payphone Provider is responsible for providing at no charge to the caller and without depositing coins:

      (1) Access to dial tone,
      (2) Access to 911 emergency services,
      (3) Access to operators,
      (4) Access to 800 numbers
      (5) Access to 10XXX numbers, and
      (6) Access to telecommunications relay service calls for the hearing disabled.

   f. The Payphone Provider is responsible for posting and prominently displaying all information required by the Federal Communications Commission or the Wisconsin Public Service Commission.

   g. The Payphone Provider is responsible for compliance with the Rules and Regulations of the Wisconsin Public Service Commission or the Federal Communications Commission related to payphone service and equipment.

   h. Disconnection of Payphone Provider Service due to a violation of the tariff will be pursuant to the disconnection procedures found in Chapter PSC 165.052, Wis. Adm. Code, or its successor chapter.
D. RATES AND CHARGES

The following rates and charges are for Payphone Provider Service only and are in addition to the rates and charges for any other service(s) required to furnish a communications system.

<table>
<thead>
<tr>
<th>Non-Recurring Charge</th>
<th>Per Month</th>
</tr>
</thead>
</table>

1. Basic Coin Transmission Dial Tone Line (1)
   a. A message charge of ($______) will be applied per local message originating over the above-listed line.

2. Optional Features
   a. Coin Supervision Additive $2.48
   b. Answer Supervision, Line Side, Per Line $1.60
   c. Selective Class of Call Screening, Per Line $35.00

Until detariffing occurs in October 6, 1997, the Coin Charge for:
- Each Out-Going Local Message is $.25
- Each Out-Going Extended Community Calling (ECC) call is $.60

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(1) Tariffed charges/rates for a business access line as found in other sections of the Company's tariffs will also apply to Payphone Provider Service.
GENERAL EXCHANGE SERVICES

HIGH VOLTAGE PROTECTION

A. GENERAL

1. Protective equipment is provided for voice and signal channel services furnished at power generating stations and substations which may be subject to high ground potential during fault conditions. The special protection equipment is designed to isolate or neutralize the fault produced hazardous voltages.

2. The customer shall be responsible for providing adequate structures to support or enclose as required, all protective equipment provided by the Company.

3. The Company reserves the right to suspend any service without adequate protection until such time as adequate protection is provided.

4. The customer, upon authorization by the company, will be allowed to provide their own high voltage protective facilities to their premises provided they meet the following requirements:

   a. The protection provided by the customer must comply with all Telephone Company requirements, and the customer must enter into agreements satisfactory to the Telephone Company relating to the provisioning of the protective equipment.

   b. The Telephone Company assumes no liability for the customer provided protective equipment.

B. PROTECTION SERVICE TYPES

1. Protection services which the Company offers are identified according to the following types:

   a. Type 1 - Services requiring either dc transmission or ac and dc transmission used for:

      (1) Basic exchange telephone service and/or private line voice telephone service, etc.

      (2) Teletypewriter, telemetering, supervisory control, etc.

   b. Type 2 - Private line services requiring ac and/or dc transmission used for pilot wire protective relaying or dc tripping.

   c. Type 3 - Private line services requiring ac transmission only used for telemetering, supervisory control, data, etc.

   d. Type 4 - Private line services requiring ac transmission only used for audio tone protective relaying.
C. SERVICE PERFORMANCE OBJECTIVE CLASSIFICATION

1. Interruptions or outages due to the effects of faults in the customer's power generating, transmission, and/or distribution systems are minimized through the installation and maintenance of high voltage protection service which is designed to operate in a fault-produced electrical environment.

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunications services provided to power stations.

a. Class A – Non-interruptible service performance (must function before, during, and after the fault condition). Class A service cannot tolerate even a momentary service interruption.

b. Class B - Self restoring interruptible service performance (must function before and after the power fault condition). Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.

c. Class C - Interruptible service performance (can tolerate a customer visit to restore service). Class C service can tolerate a service interruption which requires a customer visit by repair personnel to restore service.
### D. Rates

1. Rates and Charges - in addition to all other rates and charges applicable to the services and equipment furnished.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Up to 18KV Ground Potential Rise.

<table>
<thead>
<tr>
<th>Common Equipment (Maximum of eight 2 wire circuits. or equivalent)</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>$78.50</td>
<td>$476.00</td>
<td></td>
</tr>
<tr>
<td>Type 1 Class A 2W</td>
<td>25.30</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 1 Class B 2W</td>
<td>25.30</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 1 Class C 2W</td>
<td>25.30</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 1 Class A 4W</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 1 Class B 4W</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 1 Class C 4W</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 1 Class B 4W Metallic</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 1 Class C 4W Metallic</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class B 2W DC Send</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class B 2W DC Rec</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class A 4W DC Pilot Wire/DC Trip</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class B 4W DC Pilot Wire/DC Trip</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class C 4W DC Pilot Wire/DC Trip</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 2 Class B 4W Metallic</td>
<td>Special Assembly</td>
<td>Special Assembly</td>
</tr>
<tr>
<td>Type 3 Class A 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 3 Class B 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 3 Class C 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 3 Class A 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 3 Class B 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 3 Class C 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 3 Class A 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
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<tr>
<td>Type 3 Class B 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 3 Class C 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class A 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 4 Class B 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 4 Class C 2W</td>
<td>15.05</td>
<td>124.00</td>
</tr>
<tr>
<td>Type 4 Class A 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class B 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class C 4W</td>
<td>23.80</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class A 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class B 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
</tr>
<tr>
<td>Type 4 Class C 4W CXR</td>
<td>27.50</td>
<td>139.00</td>
</tr>
</tbody>
</table>
PROMOTIONS

A. GENERAL

From time to time the Company shall promote subscription to certain services by offering to waive some or all of the nonrecurring or recurring charges for a limited duration, not to exceed 90 days, or by offering premiums or refunds. Such promotions must be approved by the MPSC and shall be made available to all similarly situated customers in the target market area.

1. COMPETITIVE BUSINESS OFFER- (One Bill Credit)

During the period September 1, 2009 through November 29, 2009, existing business customers may be eligible for one bill credit 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit. The credit, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first month bill following the customer’s acceptance of this promotion. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $ 50.00</td>
<td>$ 50</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$ 100</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$ 250</td>
</tr>
<tr>
<td>$250.01 - $500.00</td>
<td>$ 500</td>
</tr>
</tbody>
</table>

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

2. COMPETITIVE BUSINESS OFFER- (Two Bill Credits)

During the period September 1, 2009 through November 29, 2009, existing business customers will be eligible to receive two 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. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed 50% of the customer’s monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer’s first and second month bills following the customer’s acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $ 50.00</td>
<td>$ 25</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$ 50</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$ 125</td>
</tr>
<tr>
<td>$250.01 - $500.00</td>
<td>$ 250</td>
</tr>
</tbody>
</table>

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
3. BUSINESS SAVE OFFER

During the period September 1, 2009 through November 29, 2009, existing business customers may be eligible for two 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $ 50.00</td>
<td>$50</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$100</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$250</td>
</tr>
<tr>
<td>$250.01 - $500.00</td>
<td>$500</td>
</tr>
<tr>
<td>$500.01 - $750.00</td>
<td>$750</td>
</tr>
<tr>
<td>Over $750</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

4. SAVE OFFER - CREDIT TWO MONTHS MRC

During the period April 2, 2010 through June 30, 2010, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month’s bills following the customer’s acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.
PROMOTIONS

5. FREE INSTALL (BUSINESS LINE/TRUNK)

During the period April 2, 2010 through June 30, 2010, business customers who subscribe to Business Individual Line, Business Key Trunk, and/or Business PBX Trunk service may be eligible for waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

6. FREE INSTALL (CENTREX)

During the period April 2, 2010 through June 30, 2010, business customers who subscribe to Centrex service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

7. FREE INSTALL (DIGITAL DATA SERVICE)

During the period April 2, 2010 through June 30, 2010, business customers who subscribe to ISDN PRI, Frame Relay, Digital Data Service (DDS), DS1/T1/Hi-Capacity T1, and/or DS3/Hi-Cap DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
8. COMPETITIVE BUSINESS OFFER (One Bill Credit)

During the period April 2, 2010 through June 30, 2010, existing business customers may be eligible for one bill credit 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

9. COMPETITIVE BUSINESS OFFER (Two Bill Credits)

During the period April 2, 2010 through June 30, 2010, existing business customers will be eligible to receive two 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits will be reflected on the customer’s first and second month bills following the customer’s acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
10. SAVE DESK STANDARDIZATION ($5 for 6 Months)

During the period April 15, 2010 through July 13, 2010, existing residence customers may be
eligible for a $5 bill credit for six months when they contact the Company to disconnect access line
service and agree to retain service with the Company. To be eligible, a customer’s account must
have and maintain a B or C Credit Class rating with the Company and the customer must agree to
retain flat rated one-party access line service with the Company.

The initial bill credit will be reflected on the customer’s first or second invoice following the
customer’s acceptance of this offer and will continue for five consecutive months thereafter. If a
customer discontinues service being promoted prior to the end of the six month period, no
additional credits will be applied.

This promotion may not be combined with any other promotion.

11. WINBACK (2nd QUARTER)

During the period April 15, 2010 through July 13, 2010, new residence customers who order Simple
Choice Unlimited Bundle may be eligible for the waiver of all service charges (excluding inside wire,
construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are
contacted by the Company or contact the Company and request this promotion must agree to
establish a new account with the Company that includes (1) Simple Choice Unlimited Bundle; and
(2) the Company’s High-speed internet (at any data speed).

12. WAIVER OF ACCESS LINE SERVICE CHARGES CLOSE TOOL

From May 21, 2010 through August 18, 2010, when new residence customers who are contacted
by the Company or who contact the Company and request this promotion establish a new account
that includes an access line, the Company will waive the service charges that are otherwise
applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to
retain service for 12 months. This waiver will only apply to the primary access line. The benefits
awarded under this promotion will not be rescinded if the customer discontinues the qualifying
service prior to the 12-month commitment period.

13. 3 MONTHS FREE FOR ADDITIONAL B1 INSTALLATION

From June 3, 2010 through August 31, 2010, existing business customers who are contacted by
the Company or who contact the Company and request this promotion may be eligible for a credit
of the monthly recurring charges for Business Individual Line Service. To be eligible, customers
who have existing Business Individual Line Service must install an additional Business Individual
Line and must agree to retain their service for a minimum of six months. Customers will receive
three bill credits equal to the monthly recurring charge for that service. Credits will be issued for
only one line when multiple lines are installed under the same order. The bill credits will be
reflected on the first, second and third months following installation of the service.

Key System Lines, PBX Trunks and Line/Trunk Hunting Service are not eligible for this promotion.
Customers subscribing to services under this promotion who discontinue service within six months
of installation will be assessed all charges originally credited under the promotion. There is no limit
on the number of times a customer may place orders for new lines and receive this promotional
benefit during the promotional period. This promotion may not be combined with any other
promotional benefits.
15. SAVE OFFER - CREDIT TWO MONTHS MRC

During the period October 4, 2010 through December 31, 2010, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.
16. COMPETITIVE BUSINESS OFFER (One Bill Credit)

During the period October 4, 2010 through December 31, 2010, existing business customers may be eligible for one bill credit 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

17. COMPETITIVE BUSINESS OFFER (Two Bill Credits)

During the period October 4, 2010 through December 31, 2010, existing business customers will be eligible to receive two 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits will be reflected on the customer’s first and second month bills following the customer’s acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
18. WAIVE VOICE INSTALLATION NRC WITH HIGH SPEED INTERNET

During the period October 18, 2010 through January 15, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

19. $5 AND $10 SAVE OFFER

During the period December 1, 2010 through February 28, 2011, 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 during the promotional period.

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 during the promotional period.

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

20. SAVE DESK STANDARDIZATION ($5 for 6 Months)

During the period January 1, 2011 through March 31, 2011, existing residence customers may be eligible for a $5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer’s account must have and maintain a B, C, or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

The credit rating of B, C & D are internal CenturyLink applied credit scores based upon the customer's internal payment history for services with the Company. Customers with a lower credit rating are customers who have been moved to the internal Collections phase due to not satisfying established past due amounts still owed to the Company and therefore would not qualify. The Company does not use external credit reports associated with these promotions. The only criteria that would exclude a customer from being eligible for these promotions is when the customer's account has accumulated prior unpaid past due amounts still owed to the Company for a long enough period that moved the customer's account into the Collections phase. Everything associated with the criteria of these promotions are internal to the Company based on prior payment history for services provided by the Company.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

21. WINBACK

During the period January 1, 2011 through March 31, 2011, new residence customers who order Simple Choice Unlimited Bundle may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Unlimited Bundle; and (2) the Company’s High-speed internet (at any data speed).

22. WAIVER OF ACCESS LINE SERVICE CHARGES CLOSE TOOL

From January 1, 2011 through March 31, 2011, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.
23. COMPETITIVE BUSINESS OFFER (One Bill Credit)

During the period April 27, 2011 through July 27, 2011, existing business customers may be eligible for one bill credit 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

24. COMPETITIVE BUSINESS OFFER (Two Bill Credits)

During the period April 27, 2011 through July 27, 2011, existing business customers will be eligible to receive two 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's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits will be reflected on the customer’s first and second month bills following the customer’s acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
PROMOTIONS

25. SAVE OFFER - CREDIT TWO MONTHS MRC

During the period April 27, 2011 through July 27, 2011, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month’s bills following the customer’s acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

26. WAIVE VOICE INSTALLATION NRC WITH HIGH SPEED INTERNET

During the period June 1, 2011 through August 29, 2011, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
27. **WAIVE VOICE INSTALLATION NRC WITH HIGH SPEED INTERNET**

During the period November 28, 2011 through January 31, 2012, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

28. **ONE MONTH FREE OFFER**

During the period **April 17, 2013** through **July 12, 2013**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

29. **NONRECURRING ADD A LINE BUSINESS PROMOTION**

During the period **April 17, 2013** through **July 12, 2013**, Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order an additional Core Connect package.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.
GENERAL EXCHANGE SERVICES

PROMOTIONS

30. WAIVER OF NRC FOR VOICE INSTALLATION WITH HSI

During the period December 4, 2012 through February 25, 2013, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged service (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

31. WAIVER OF NRC FOR VOICE INSTALLATION WITH HSI

During the period June 1, 2013 through August 29, 2013, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged service (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

32. WAIVER OF NRC FOR VOICE INSTALLATION WITH HSI

During the period November 29, 2013 through February 27, 2014, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged service (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
GENERAL EXCHANGE SERVICES

PROMOTIONS

32. ONE MONTH FREE OFFER

During the period October 12, 2013 through January 10, 2014, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

33. NONRECURRING ADD A LINE BUSINESS PROMOTION

During the period October 12, 2013 through January 10, 2014, Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order an additional Core Connect package.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.
33. **ONE MONTH FREE OFFER**

During the period April 11, 2014 through **July 9, 2014**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

34. **NRC Discount for Voice Install Charge with HSI**

From June 1, 2014 through August 29, 2014, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
35. ONE MONTH FREE OFFER

During the period October 10, 2014 through January 7, 2015, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

36. NRC Discount for Voice Install Charge with HSI

From December 18, 2014 through February 25, 2015, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
37. **ONE MONTH FREE OFFER**

During the period April 8, 2015 through July 6, 2015, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

38. **NRC Discount for Voice Install Charge with HSI**

From May 27, 2015 through August 24, 2015, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
39. ONE MONTH FREE OFFER

During the period October 5, 2015, through January 2, 2016, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month’s charge. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

40. CENTURYLINK BUSINESS BUNDLE – ONE MONTH FREE (16-PB01)

During the period March 1, 2016 through April 30, 2016, business customers who are not currently subscribed to the Company’s local voice, long distance or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for CenturyLink Business Bundle.

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to CenturyLink Business Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for CenturyLink Business Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
GENERAL EXCHANGE SERVICES

PROMOTIONS

41.  PURE $5 for 12 Months

During the period of July 29, 2016 through October 26, 2016, new and existing residence customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a $5 bill credit for 12 months.

To be eligible, the customer must agree to subscribe to the Company’s Pure Bundle (a.k.a. Pure Broadband Bundle) and the Company’s non-regulated High-Speed Internet for a 12 month term commitment.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for the remainder of the term commitment thereafter. If a customer discontinues this service prior to the end of the 12 period, no additional credits will be applied.

In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero. Additionally, the benefits awarded under this promotion may not be combined with the benefits of other currently available promotions. (16-PC05)
GENERAL EXCHANGE SERVICES

PROMOTIONS

42. CenturyLink Business Bundle – One Month Waiver (17-PB01)

Beginning September 1, 2017 through November 29, 2017, business customers who are not currently subscribed to the Company’s local voice, long distance or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for CenturyLink Business Bundle.

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to CenturyLink Business Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for CenturyLink Business Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.

43. Pure Broadband Bundle - One Month Waiver (17-PB02)

Beginning September 1, 2017 through November 29, 2017, business customers who are not currently subscribed to the Company’s local voice or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for Pure Broadband Bundle (a.k.a. Pure Bundle).

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to Pure Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for Pure Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
A. SIMPLE CHOICE UNLIMITED (1)

1. DESCRIPTION

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail with a flat rate access line provided by the Company and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

2. TERMS AND CONDITIONS

a. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.

b. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

c. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.

d. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.

e. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, all federal and state surcharges apply, including but not limited to, 9-1-1 and Telecommunications Relay Service (TRS) surcharges. Subscriber line charges and taxes also apply.

f. Call Detail will not be provided with this service plan.

3. MONTHLY RATES

<table>
<thead>
<tr>
<th>Simple Choice Unlimited (1)</th>
<th>Monthly Rate(2, 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Exchange Service</td>
<td></td>
</tr>
<tr>
<td>Choice of available Custom Calling Service</td>
<td>$39.95 (3)</td>
</tr>
</tbody>
</table>

(1) As of December 5, 2014, this service is limited to lines in service for existing customers.

(2) Flat rate EAS charges (if applicable) are included in this rate. The CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

(3) The monthly Simple Choice Unlimited rate will be discounted by $5.00 when customers also subscribe to the Company’s High Speed Internet (1.5M or higher).
PACKAGED SERVICES

B. ECONOMY PAK

Description

CenturyTel will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for $26.95. Customers willing to have term commitments will have a $5.00 reduction a month for a 12-month commitment.

C. RESERVED

D. RESERVED
E. BUSINESS UNLIMITED

1. DESCRIPTION

Business customers with 1-10 lines will be eligible for subscription to the Business Unlimited bundle, which includes one line of unlimited local calling with a choice of all compatible calling features offered by the Company, and unlimited long distance voice usage provided by CenturyLink Communications, LLC (fka CenturyTel Long Distance, LLC). Additional Business Unlimited lines, up to a maximum of ten lines, may be added. The monthly rate for Business Unlimited does not include applicable taxes and surcharges.

2. TERMS AND CONDITIONS

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyLink Communications, LLC (fka CenturyTel Long Distance, LLC) Basic Business Unlimited Long Distance Bundle plan for each Business Unlimited line.

Business Unlimited is for typical domestic voice usage only and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company’s sole discretion, reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer’s service.

3. MONTHLY RATES

The following rates apply in addition to the monthly rates applicable for companion long distance service.

<table>
<thead>
<tr>
<th>Primary Access Line Charge</th>
<th>Additional Access Line Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>$42.00</td>
<td>$42.00</td>
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</tbody>
</table>

F. RESERVED FOR FUTURE USE
PACKAGED SERVICES

G. ADDITIONAL LINE WITH CALL WAITING BUNDLE (a.k.a. Second Line Bundle)

1. Description

Additional Line with Call Waiting Bundle is available to residential customers with at least one residential one-party access line. The offer includes an additional residential one-party access line with the Call Waiting feature. Service Charges or non-recurring charges do not apply.

2. Rates

<table>
<thead>
<tr>
<th>Residence</th>
<th>$11.95</th>
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</table>

H. PURE BROADBAND BUNDLE – GRANDFATHERED

1. Description

Pure Broadband Bundle includes flat rate Residence or Business Individual Line Service and features as specified and requires subscription to the Company’s High-Speed Internet (1.5 Mbps or greater).

2. Features

- Outbound Call Block Feature
- Private Service (Non-published Number Service)

3. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company’s directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge.

Service Charges or nonrecurring charges do not apply.

4. Rates

<table>
<thead>
<tr>
<th>Residence</th>
<th>$24.77[2]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$25.27[2]</td>
</tr>
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</table>

[1] Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

[2] Rates applicable for non-regulated High-Speed Internet also apply.
H. CORE CONNECT [1]

1. Description
   
   a. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
   
   b. CORE CONNECT bundles are available under a one-year, two-year or three-year Term Discount Plan (TDP) and are available on a month-to-month basis as specified in Rates and Charges following.

2. Regulations
   
   a. CORE CONNECT customers must also subscribe to the Company’s non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company’s non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

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[1] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
H. CORE CONNECT (Continued)

2. Regulations (Continued)

b. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.

c. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in Term Discount Plan following.

(M) Material now appears on Sheet 10.

(M1) Material previously appeared on Sheet 5.
H. CORE CONNECT (Continued)

2. Regulations (Continued)

d. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

e. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

f. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

g. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

h. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.

i. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

(M) Material now appears on Sheet 8.

(M1) Material now appears on Sheet 4.
H.  CORE CONNECT (Continued)

3.  Term Discount Plan

a.  A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.

b.  Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.

c.  The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP.  CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed rates in effect when those lines are added.

d.  Upon expiration of a TDP, the TDP discounts specified in H.5. following will expire, and the customer will be charged at the then prevailing monthly rate.  If the customer renews the TDP or signs up for a new TDP, the tariffed rates then in effect will apply for the new or renewed TDP.

e.  If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT.  However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.
H. CORE CONNECT (Continued)

4. **Application of Rates**

   a. The monthly rates include the Local Exchange Service, flat rate EAS and features only. These rates do not include the monthly charges for **HSI or for** the qualifying long distance plan, **if applicable**.

   b. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.

   c. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.
H. CORE CONNECT (Continued)

5. Rates and Charges

The rates apply for the following CORE CONNECT bundles apply in addition to the monthly rates applicable for companion long distance and HSI services.

a. CORE CONNECT 1 [1]

Business Individual Line Service or Key Trunk Service
Hunting (optional)
Choice of the following features and services (where available):
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Busy Redial
- Message Waiting
- Voicemail [2]

<table>
<thead>
<tr>
<th>Per Location, Per Month</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Terms</td>
</tr>
<tr>
<td>80.00</td>
<td>50.00</td>
</tr>
</tbody>
</table>

[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each Core Connect 1 line or trunk subscribed.

H. CORE CONNECT (Continued)

b. CORE CONNECT 1 LITE

Business Individual Line Service or Key Trunk Service
Hunting (optional)
Choice of the following features and services (where available):
   Caller ID with Name (includes Anonymous Call Rejection)
   Call Forwarding
   Call Forward Busy
   Call Forward No Answer
   Call Forward Remote Access
   Call Waiting/Cancel Call Waiting
   Call Waiting ID
   Three-Way Calling
   Call Transfer
   Call Return
   Distinctive Ring
   Message Waiting
   Voicemail [1]

<table>
<thead>
<tr>
<th>Per Location, Per Month</th>
<th>All Terms</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Month-to-Month [2]</td>
<td>One Year Term</td>
</tr>
<tr>
<td>Initial Bundle</td>
<td>80.00</td>
<td>50.00</td>
</tr>
</tbody>
</table>


[2] Customers must initially subscribe to Core Connect 1 LITE under a TDP. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.
H. CORE CONNECT (Continued)

a. **CORE CONNECT 2**[^1]

Business Individual Line Service or Key Trunk Service
Hunting (optional)
Choice of the following features and services (where available):
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy
- Call Forward/No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Busy Redial
- Selective Call Rejection
- Message Waiting
- Voicemail[^2]

<table>
<thead>
<tr>
<th>Per Location, Per Month</th>
<th>Initial Bundle</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Terms</td>
<td>55.00</td>
<td>35.00</td>
</tr>
<tr>
<td></td>
<td>30.00</td>
<td>27.50</td>
</tr>
<tr>
<td>Month-to-Month</td>
<td>35.00</td>
<td>30.00</td>
</tr>
<tr>
<td>One Year Term</td>
<td></td>
<td>27.50</td>
</tr>
<tr>
<td>Two Year Term</td>
<td></td>
<td>25.00</td>
</tr>
<tr>
<td>Three Year Term</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[^1]: Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 2) long distance plan for each Core Connect 2 line or trunk subscribed.

[^2]: Deregulated service.
H.  CORE CONNECT (Continued)

b.  **CORE CONNECT 2 LITE**[^1]

Business Individual Line Service or Key Trunk Service

Hunting (optional)

Choice of the following features and services (where available):

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Selective Call Rejection
- Message Waiting
- Voicemail[^2]

<table>
<thead>
<tr>
<th>Per Location, Per Month</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Bundle</td>
<td>2nd through 10th bundle</td>
</tr>
<tr>
<td>All Terms</td>
<td>Month-to-Month[^2]</td>
</tr>
<tr>
<td>$60.00</td>
<td>35.00</td>
</tr>
</tbody>
</table>

[^1]: Deregulated service.

[^2]: Customers must initially subscribe to Core Connect 2 LITE under a TDP. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.
PACKAGED SERVICES

I. HOME PHONE II—GRANDFATHERED[1]

Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.

2. Home Phone II customers must subscribe to a qualifying long distance plan.

3. Home Phone II includes the following services and features:
   - Residence Flat Rate Access Line
   
   Choice of the following features:
   Anonymous Call Rejection
   Busy Redial
   Call Forward Busy
   Call Forward No Answer
   Call Forwarding
   Call Forward Remote Access (where available)
   Call Return
   Call Waiting
   Call Waiting ID
   Caller ID
   Cancel Call Waiting
   Message Waiting Indication
   Selective Call Accept
   Selective Call Forward
   Selective Call Rejection
   3-Way Calling
   VIP Alert
   Voice Mail[1]
PACKAGED SERVICES

I. HOME PHONE II – GRANDFATHERED[1] (Cont’d)  

Regulations

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.

2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.

4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

---

[1] Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.
I. HOME PHONE II – GRANDFATHERED[^1] (Cont’d)

Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, Tone Dial Service and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.

2. Service Charges, as described in Section VI apply for new and additional Home Phone II lines, and moves of existing lines.

3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

<table>
<thead>
<tr>
<th>Residence</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone II[^2]</td>
<td>$38.95</td>
</tr>
</tbody>
</table>

[^1]: Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

[^2]: The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.
PACKAGED SERVICES

J. CENTURYLINK BUSINESS BUNDLES

1. Description

a. CENTURYLINK BUSINESS BUNDLES are optional enrollment plans available to business customers with up to twenty-five access lines and/or key trunks across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). This plan permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services specified in 3., following for a flat monthly rate.

b. CENTURYLINK BUSINESS BUNDLES are available for a maximum of ten (10) business lines at each customer location.

2. Regulations

a. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle and the Company’s 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate at each bundle location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company’s non-regulated 512 or 768 Kbps HSI. The qualifying High-Speed Internet service must be billed on the same invoice as the CENTURYLINK BUSINESS BUNDLE but may be provisioned on access lines or trunks other than CENTURYLINK BUSINESS BUNDLE. Specific requirements are as follows:

i. CENTURYLINK BUSINESS BUNDLE Option 1 - Month-To-Month Option

- CenturyLink Business Bundle Unlimited Plan A long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK BUSINESS BUNDLE location.

ii. CENTURYLINK BUSINESS BUNDLE Option 2 - Two-Year Term Option

- CenturyLink Business Bundle Unlimited Plan A long distance plan, and
- Non-regulated 1.5 Mbps or greater High-Speed Internet under a two-year term minimum commitment period at each location.

iii. CenturyLink Business Bundle Preferred

- CenturyLink Business Bundle Unlimited Plan B long distance plan, and
- Non-regulated 1.5 Mbps or greater High-Speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each bundle location.

(M) Material moved to Sheet 16 of this section.
J. CENTURYLINK BUSINESS BUNDLES

2. Regulations (Continued)

b. There is no minimum service period for the Local Exchange Service and features provided in CENTURYLINK BUSINESS BUNDLE. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.

c. CENTURYLINK BUSINESS BUNDLE lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

d. Components of the CENTURYLINK BUSINESS BUNDLE selected by the customer will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services. If the qualifying High-Speed Internet service is discontinued at any bundle location, components of all CENTURYLINK BUSINESS BUNDLES at that location will be converted to la carte rates. No termination liability charges will apply for the regulated portion(s) of a CENTURYLINK BUSINESS BUNDLE if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service. Early Termination Fees may apply if non-regulated HSI is discontinued prior to the end of a two-year commitment.

e. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

f. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
J. CENTURYLINK BUSINESS BUNDLES

2. Regulations (Continued)

   g. CENTURYLINK BUSINESS BUNDLES cannot be combined with any other discounts unless otherwise specified.

   h. This plan is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

   i. An Activation Fee will apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee.

   The Activation Fee will be waived when:

   • customer migrates existing Local Exchange Service lines to a CENTURYLINK BUSINESS BUNDLE, or

   • customer orders CENTURYLINK BUSINESS BUNDLE additional lines subsequent to establishment of the initial line, or

   • customer orders initial and/or additional lines and selects the two-year term commitment for the required High-Speed Internet service.

   The Activation Fee does not apply for the two-year term option.

(M) Material moved from Sheet 16 of this section.
PACKAGED SERVICES

J. CENTURYLINK BUSINESS BUNDLES

3. Service Description and Rates

a. CENTURYLINK BUSINESS BUNDLE Options 1 and 2

i. Description

CENTURYLINK BUSINESS BUNDLE Options 1 and 2 include a flat rate Individual Business Line or Key System Line or trunk with Touch tone, flat rate Extended Area Service (where available), and the following optional services and features:

- Rotary Hunt Service
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Three-Way Calling with Transfer
- Return Call
- Distinctive Ring
- Selective Call Rejection
- Selective Call Acceptance
- Message Waiting
- Voicemail [1]

ii. Rates and Charges [2]

Monthly rates for the CenturyLink Business Bundle Unlimited Plan A long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates, however, the monthly rates for all these services will appear as a single line item on the customer’s bill.

<table>
<thead>
<tr>
<th>CenturyLink Business Bundle Per Line, Per Location</th>
<th>Monthly Rate</th>
<th>Activation Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>2nd through 10th Bundle</td>
</tr>
<tr>
<td>Month-to-Month (Option 1)</td>
<td>$45.00</td>
<td>$19.99</td>
</tr>
<tr>
<td>Two-Year Term (Option 2)</td>
<td>45.00</td>
<td>19.99</td>
</tr>
<tr>
<td></td>
<td>$50.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>


[2] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

(M) Material moved within this sheet.
PACKAGED SERVICES

J. CENTURYLINK BUSINESS BUNDLES

3. Service Description and Rates

a. CenturyLink Business Bundle Preferred

i. Description

CenturyLink Business Bundle Preferred includes a flat rate Individual Business Line or Key System Line or trunk with Touch tone, flat rate Extended Area Service (where available), and the following optional services and features:

- Rotary Hunt Service
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Selective Call Forwarding
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling or Three-Way Calling with Transfer
- Return Call
- Selective Call Rejection
- Message Waiting
- Voicemail [1]

ii. Rates and Charges

Monthly rates for the CenturyLink Business Bundle Unlimited Plan long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates, however, the monthly rates for all these services will appear as a single line item on the customer’s bill.

<table>
<thead>
<tr>
<th>CenturyLink Business Bundle Preferred</th>
<th>Monthly Rate</th>
<th>Activation Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>2nd through 10th Bundle</td>
</tr>
<tr>
<td>Month-to-Month</td>
<td>$50.00</td>
<td>$19.99</td>
</tr>
<tr>
<td>2-Year Term</td>
<td>50.00</td>
<td>19.99</td>
</tr>
</tbody>
</table>

K. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

1. Description
   a. Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance (hereafter referred to as Essential Home Phone w/ 30 Minutes LD) is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
   b. Customers must subscribe to either the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.
   c. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD includes a flat rate one-party residence line with Touch Tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:
      - Anonymous Call Rejection
      - Call Forward Busy – Fixed
      - Call Forward No Answer – Fixed
      - Call Forward Remote Access (where available)
      - Call Forwarding
      - Call Waiting ID
      - Caller ID with Name
      - Enhanced Call Waiting (includes Cancel Call Waiting)
      - Message Waiting
      - Busy Redial
      - Call Return
      - Selective Call Acceptance
      - Selective Call Forwarding
      - Selective Call Rejection
      - VIP Alert (where available)
      - 3-Way Calling
      - Voicemail [2]

2. Regulations
   a. Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services.
   b. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

PACKAGED SERVICES

K. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

2. Regulations (Cont'd)
   c. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
   d. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.
   e. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to residence exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

3. Rates and Charges
   a. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, Facilities Relocation Charge (where applicable), and the MN 911/TAM/TAP Surcharge.
   b. Service Charges will not apply for new and additional package lines and moves of existing lines.
   c. Service Charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.
   d. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD</td>
<td>$35.00 [2]</td>
</tr>
</tbody>
</table>

[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.
[2] Rate includes local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer’s bill.
MISCELLANEOUS SERVICE ARRANGEMENTS

CALL LINE IDENTIFIER

A. GENERAL

1. Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Trace feature, as specified in Part V of this tariff, differs from Call Line Identifier service in that Call Trace is activated and chargeable on a per call basis.

B. TERMS AND CONDITIONS

1. Subscribers must initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.

2. Requests for Call Line Identifier service will be evaluated by the Company’s Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of the Company, subject to the availability of facilities and line identification equipment.

3. Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.

4. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.

5. In the event a customer requested call trace is unsuccessful, the customer will be given the option of change the telephone number at no charge.

6. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company’s failure to maintain proper standards of maintenance and operation or by the Company’s failure to exercise reasonable supervision (i.e., willful neglect).
CALL LINE IDENTIFIER (Continued)

B. TERMS AND CONDITIONS (Continued)

7. The regulations for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.

8. Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

C. RATES

<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>
</tr>
<tr>
<td>Renewal, Each</td>
<td>20.00</td>
<td>41.00</td>
</tr>
</tbody>
</table>