GUIDEBOOK
FOR THE
STATE OF TENNESSEE

This guidebook contains regulations and rates applicable for the furnishing of Basic Local Exchange Service (except Lifeline Assistance Programs, Universal Emergency Number Service (911) and N11 Abbreviated Dialing Codes), Long Distance Message Telecommunications and for other general subscriber services, and facilities associated with the above services offered by CenturyTel of Ooltewah-Collegedale, Inc. d/b/a CenturyLink Ooltewah-Collegedale (also referred to hereafter as the Company and/or Telephone Company), within this State. All of the aforementioned services offered by CenturyTel of Ooltewah-Collegedale, Inc. d/b/a CenturyLink Ooltewah-Collegedale, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this guidebook. The Company’s tariff is on file with the Tennessee Regulatory Authority and contains regulations and rates applicable for the furnishing of Lifeline Assistance Programs, Universal Emergency Number Service (911) and N11 Abbreviated Dialing Codes.

Intrastate communication services are furnished through facilities provided by the Company for the transmission of intelligence by electrical, impulse, principally by means of wire, radio, or a combination thereof.

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CENTURYLINK®
Simple Choice ®
CORE CONNECT®
PRIVATE LINE SERVICE

Applicability

Applicable to Private Line Service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

Territory

Between points in the State of Tennessee where the respective rate centers of such points are located in said state.

CenturyTel of Ooltewah-Collegedale, Inc. concurs in the standard toll rates, rules and regulations governing such communications as filed in the AT&T Tennessee General Exchange Guidebook, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party.

CenturyTel of Ooltewah-Collegedale, Inc., hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the CenturyTel of Ooltewah-Collegedale, Inc.
1. DEFINITION OF TERMS

ACCESS LINE

1. Individual Access Line

The serving central office line equipment for all Company plant facilities up to and including the Company provided standard network interface. These facilities are Company provided and maintained and provide access to and from the telecommunication network for message toll service and for local calling appropriate to offering selected by the subscriber.

2. Key Access Line

A central office line that provides communications capacity between the serving central office and multiline communications switching equipment installed on the subscriber's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

3. Trunk Access Line

A central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally installed on the subscriber's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

ADDITIONAL LISTING

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

AIRLINE MILEAGE

See "Mileage Charges".

APPLICANT

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., requesting service from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

The term authorized protective connecting module denotes a protective unit designed and manufactured under the control of telephone company quality assurance procedures, which unit is to be incorporated in a conforming device.

AUTHORIZED USER

A person, firm, or corporation (other than the subscriber) on whose premise a telephone, PBX, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the Guidebook.

AUXILIARY LINE

An additional access line used for two-way service.
1. DEFINITION OF TERMS

BASIC TERMINATION CHARGE
See "Termination Charge".

BUILDING (SAME)
The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cables can be safely run provided the plant facilities requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduits are not considered enclosed passageways.

BUSINESS SERVICE
Telecommunications service provided a subscriber where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature.

CALL
An attempted or completed communication.

CALL FORWARDING
A private branch exchange, Centrex or local exchange feature which permits the station user to have his incoming calls transferred automatically to any station in the PBX, Centrex or other telephone station.

CALL FORWARDING - BUSY LINE
Centrex service optional feature which automatically routes incoming central office trunk calls to the attendant when the called station is busy.

CALL HOLD
A private branch exchange or Centrex feature which permits any call in progress to be "held" by dialing a code, thus freeing the line for the purpose of originating another call.

CALL PICK-UP
A private branch exchange or Centrex feature which enables a station user to answer incoming calls directed to other stations within his own pick-up group by dialing a code.

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

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

CENTRAL OFFICE LINE
See "Exchange Line".

CENTREX SERVICE

1. A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant.

2. Classification of Centrex Stations
   a. Dormitory Station
      A station furnished to a college or university and located in the living quarters of students, faculty members, or employees.
   b. Interior Centrex Station
      A station that cannot originate or receive calls outside the Centrex either directly or through the attendant.
   c. Main Centrex Station
      A station arranged to originate or receive calls either directly or through the attendant.

3. Principal Location
   The premises of the subscriber on which the attendant's positions are located.

4. Secondary Location
   Service at different premises of the same subscriber served by one or more stations of the Centrex system may be provided by stations in secondary locations or by satellite Centrex service. The Company reserves the right to determine the method used to serve secondary locations.

5. Satellite Centrex Service
   Service provided by auxiliary dial switching equipment which is connected by tie lines to the dial switching equipment serving the principal locations. Attendant's positions are not furnished at satellite locations. Tie line terminal equipment charges do not apply for such tie lines.

CERTIFICATE
Certificate of Public Convenience and Necessity issued by the Commission to telephone utilities.

CHANNEL
A path for communication between two or more stations or telephone utility offices, furnished in such a manner as the carrier may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.
1. DEFINITION OF TERMS

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

CIRCUIT MEASUREMENT
See “Route Measurement” under “Mileage Charges”.

CLASS OF SERVICE
A description of telephone service furnished a subscriber in terms such as:

1. For Exchange Service:
   Grade of Line: Individual line, etc.
   Type of Rate: Flat rate or message rate.
   Primary Use: Business or residence.

2. For Long Distance Service:
   Type of Call: Station-to-station or person-to-person

COIN TELEPHONE
A telephone station equipped with a device for collecting money in payment of telephone messages.

COLLECT CALL
The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

COMPANY
Wherever used in this Guidebook, “Company” or “Telephone Company” refers to CenturyTel of Ooltewah-Collegedale, Inc, unless the context clearly indicates otherwise.

COMPANY STATION
See “Telephone Station”.

CONFORMANCE NUMBER
The term conformance number denotes an identifying number assigned to a particular model of conforming answering device incorporating an authorized protective connecting module when that model or device is in conformance with the provisions set forth in the technical reference for conforming answering devices.
1. DEFINITION OF TERMS

CONFORMING ANSWERING DEVICE
The term conforming answering device denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

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

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

CONTINUOUS PROPERTY
The plot of ground, together with any buildings thereon, occupied by the subscriber, which is not divided by public highways or separated by property occupied by others. Where a subscriber occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the subscriber furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT
The arrangement between a subscriber and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Guidebook.

CUSTOMER
See “Subscriber”.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT
Devices or apparatus and their associated wiring, provided by a subscriber, which do not constitute a communications system and which, when connected to the communications path of telecommunications system, are so connected either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT
A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

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

DIRECT ELECTRICAL CONNECTION
A physical connection of the electrical conductors in the communications path.

DIRECTORY ASSISTANCE CHARGE
A charge made for placing requests for telephone numbers from the directory assistance operators.

DIRECTORY LISTINGS
The publication of the Company's directory of information relative to a subscriber's telephone number, by which telephone users may ascertain the call number of a desired station.

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

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

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

4. Indented Listing
   A directory listing indented under another listing.

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

DORMITORY STATION
See "Centrex Service".

DROP FACILITY
Telephone plant required to extend service from basic distribution facility to the general area of station terminal equipment.

EXCHANGE
A unit established by a telephone utility for the administration of telecommunications service in a specific area for which a separate local rate schedule is provided. It may consist of one or more central offices together with associated plant facilities used in furnishing telecommunication services in that area.

EXCHANGE ACCESS LINE
See "Access Line".
1. DEFINITION OF TERMS

EXCHANGE SERVICE

The general telephone service rendered in accordance with Guidebook provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Guidebook.

1. Flat and Message Rate Service
   a. Flat Rate Service
      A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
   b. Message Rate Service (Measured Rate)
      A classification of non-coin box business exchange service which is charged for on the basis of amount of use.

2. Individual Line Service
   A classification of exchange service which provides that only one subscriber shall be served by the line connecting such station with the central office.

3. Foreign Central Office Service
   A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.

4. Foreign Exchange Service
   A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

EXCHANGE SERVICE AREA
The territory, including suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXTENDED AREA SERVICE
A type of telephone service furnished under Guidebook provisions whereby subscribers of a given exchange may complete calls to and, where provided by the Guidebook, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

FACILITIES
All property, owned, operated, leased, licensed, used, furnished or supplied for, by or in connection with the rendition of telephone service.

FLAT RATE SERVICE
See “Exchange Service.”
1. DEFINITION OF TERMS

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

FOREIGN CENTRAL OFFICE MILEAGE
See "Mileage Charges."

FOREIGN CENTRAL OFFICE SERVICE
See "Exchange Service."

FOREIGN EXCHANGE
Any other exchange but that in which the subscriber is located.

FOREIGN EXCHANGE LISTING
See "Directory Listing".

FOREIGN EXCHANGE MILEAGE
See "Mileage Charges".

FOREIGN EXCHANGE SERVICE
See "Exchange Service".

GRADE OF SERVICE
A term used in describing exchange service with regard to the number of subscribers which may be connected to one central office line.

INDENTED LISTING
See "Directory Listing".

INDIVIDUAL ACCESS LINE
See "Access Line".

INDIVIDUAL LINE SERVICE
See "Exchange Service".

INITIAL CHARGE
See "Installation Charge".

INITIAL SERVICE PERIOD
The minimum length of time for which a subscriber is obligated to pay for service, facilities and equipment, whether or not retained by the subscriber for such minimum length of time.

INSTALLATION CHARGE
A separate initial charge, made under certain conditions for the placing and connecting for the establishment of service which may or may not be associated with other charges for the service or equipment furnished. An installation charge is not a recurring charge, although the other charges, if any, with which it is associated ordinarily are recurring charges.

INTERCEPTING SERVICE
A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that the called telephone number has been discontinued, or disconnected, or changed to another number, or that calls are received by another telephone.
1. DEFINITION OF TERMS

INTEREXCHANGE TRUNK
Transmission paths, including the conductors and associated equipment connecting two exchanges.

KEY ACCESS LINE
See "Access Line".

LOCAL CALLING AREA
The area within which telecommunication service is furnished subscribers under a specific schedule or exchange rates. A local calling area may include one or more exchange service areas or portions of exchange service areas.

LOCAL CHANNEL
That portion of channel which connects a station to an interexchange channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE
Telecommunication service provided within local exchange service areas in accordance with the Guidebook. It includes the use of exchange required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.

LOCAL MESSAGE
See "Message".

LOCAL SERVICE AREA
See "Local Calling Area".

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE
The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations and system of charges specified in this Guidebook.

1. Appointment Call
An arrangement made in advance with a particular party for the establishment of person-to-person long distance message telephone connection at a specified time.

2. Person-To-Person Call
A service whereby the person originating the call specified to the Company operator a particular person to be reached, a particular mobile station to be reached through a miscellaneous common carrier attendant, or a particular station, department or office to be reached through a PBX or Centrex attendant.

3. Station-To-Station Call
A service whereby the person originating the call either dials the telephone number desired, or gives the company operator the telephone number of the desired station, miscellaneous common carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather then through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a miscellaneous common carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.
1. DEFINITION OF TERMS

MAINTENANCE CHARGE
A charge made for correcting or repairing telephone equipment or facilities.

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

1. Local Message
   A communication between stations within the same local service area.

2. Toll Message
   A communication between stations in different exchange areas for which a toll charge is made.

MESSAGE RATE SERVICE
See "Exchange Service".

MILEAGE CHARGES
A charge applying for the use of part or all of a channel furnished by the Company.

1. Airline Measurement
   The shortest distance between two points.

2. Foreign Central Office Mileage
   The measurement applying to a line within the exchange connecting a subscriber's telephone station, PBX or Centrex system with a central office other than that from which he would normally be served, for the use of which a separate charge is made.

3. Foreign Exchange Mileage
   The measurement applying to a line connecting a subscriber's telephone station, PBX or Centrex system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made.

4. Route Measurement
   The actual length of a circuit between two points.

5. Tie Line Measurement
   The measurement upon which the rate for tie lines is based in accordance with Guidebook provisions.
1. DEFINITION OF TERMS

MINIMUM CONTRACT PERIOD
See "Initial Service Period".

MISCELLANEOUS COMMON CARRIERS
Miscellaneous common carriers, as defined in Part 21 of the Federal Communication Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MOBILE TELEPHONE SERVICE
A communication service provided by means of radio frequencies through a land radio telephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

NETWORK CONTROL SIGNALING
The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT
The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NONLISTED TELEPHONE
An exchange station which has the listing omitted from the telephone directory but listed in the directory assistance records.

NONPUBLISHED TELEPHONE
An exchange station which has the listing omitted from both the telephone directory and directory assistance records at the subscriber's request.

NONRECURRING CHARGE
A charge that does not occur again after it is once made.

PBX TRUNK
An individual exchange line terminated in a PBX switchboard or switching equipment.

PERSON-TO-PERSON CALL
See "Long Distance Message Telecommunications Service".
1. DEFINITION OF TERMS

PLANT
Property which is necessary to provide service to the public as set forth in the various fixed capital accounts of the Uniform System of Accounts for telephone companies.

PREMISES
The term "same premises" shall be interpreted to mean:

1. The building or buildings, together with the surrounding land occupied as, or used in the conduct of, one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;

2. The portion of the building occupied by the subscriber either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or,

3. The continuous property operated as a single farm whether or not intersected by a public road.

PRIMARY CLASS OF SERVICE
Any of those classes of exchange service which the Company undertakes to furnish at any point within the service area at a rate common to all applicants for the same class.

PRIVATE BRANCH EXCHANGE SERVICE (PBX Service)

1. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.

2. Lines (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:

   a. Trunk - See "Access Line".

   b. Tie Line - A circuit connecting two private branch exchange systems for the purpose of intercommunication between the stations connected with such systems.

   c. Trunk Termination - Equipment necessary to terminate each access line in the common switching equipment of a PABX system.

   d. Line Termination - Equipment required for the provision of each PBX number associated with expandable PABX system.
1. DEFINITION OF TERMS

PRIVATE LINE SERVICE
As opposed to exchange service, this refers to channels and equipment furnished to a subscriber for direct communication between various points without access to the Company's exchange switching network.

PRIVATE RIGHT-OF-WAY
A facility route granted to the Company on or over private property.

RATE CENTERS
Points upon which the airline distances for the determination of message toll telephone rates are based. In general, each city, town, or locality is designated as a rate center except that certain small towns and localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

REFERENCE LISTING
See "Directory Listing".

RESIDENCE SERVICE
Exchange service furnished to subscribers where the actual or obvious use is for domestic purposes.

REMOTE LINE SWITCH
A digital subsystem serving subscriber lines from a line switch frame located remotely from the common control and trunking portions of the switching system.

ROTARY SERVICE
An arrangement whereby two or more lines furnished to a subscriber are assigned numbers equipped so that calls to the first number are automatically completed to the first non-busy line of the assigned numbers. Lines beyond the first line are referred to as "auxiliary lines".

ROUTE MEASUREMENT
See "Mileage Charges".

SAME BUILDING
See "Building".

SAME PREMISES
See "Premises"

SERVICE
The act or means of supplying communication to the public.
1. DEFINITION OF TERMS

SERVICE CONNECTION CHARGE
A nonrecurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

SERVICE POINT
The term "service point" when used in connection with customer-provided communications channels denotes the point on the subscriber’s premises where channels provided by or furnished to the subscriber are terminated in switching equipment used, at least in part, for communications with station or customer-provided terminal equipment.

SINGLE ENDED TERMINAL DEVICE
A terminal device which terminates only one line or channel at a given time (Example - headsets).

SPECIAL DESIGN SERVICE
See “Design Service.”

SPEED CALLING
A private branch exchange, Centrex or local exchange feature which permits the station dialer to reach other stations by abbreviated dialing.

STANDARD NETWORK INTERFACE DEVICE
The standard network interface device will be installed by the Company upon customer request, should the customer desire to provide his own inside wire.

The standard network interface device is at the protector, however, until approved hardware is available, the interface will be located inside the customer’s premises as close as practicable to the protector or equivalent. At the point of demarcation, all premises service will connect to the telecommunications network.

The standard network interface device is a weatherproof enclosure consisting of a protector, a standard registration program jack or equivalent and an entrance bridging device. The subscriber is not permitted to hard-wire (Direct Connect) to the standard network interface device. An approved modular connecting entrance bridging device, allowing disconnection of customer-provided wire, must be utilized when connecting to the Network Interface.

STATION-TO-STATION CALL
See "Long Distance Message Telecommunications Service.”

SUBSCRIBER
Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with telecommunications service by any utility.

SUPPLEMENTAL CONTRACT
A contract for service, equipment or facilities in addition to that provided for under the original contract.
1. DEFINITION OF TERMS

SUSPENSION OF SERVICE
An arrangement made at the request of the subscriber, or initiated by the Company for violation of Guidebook regulations by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber’s premises.

SWITCH
A unit of dial switching equipment which provided interconnection between station lines or trunks.

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

TELEPHONE COMPANY
A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public. Also see “Company”.

TELEPHONE NUMBER
A designation assigned to a telephone station or private branch exchange or Centrex necessary for placing calls to the telephone station or private branch exchange or Centrex and for identification in the assessment of message charges, etc.

TEMPORARY SUSPENSION (VACATION NUMBER RESERVATION)
An arrangement made at the request of the subscriber for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the subscriber’s premises.

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

TIE LINE
See "Private Branch Exchange Service".

TIE LINE MILEAGE
See "Mileage Charges".

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 toll message service.

TOLL LINE
For the purpose of distinguishing between certificates for exchange areas and for toll lines, a toll line is a “line” as herein defined used in the transmission of communication between any two or more exchanges, as distinguished from inter-office trunks between individual central offices within a single exchange area.
1. DEFINITION OF TERMS

TOLL RATE
The initial period charge prescribed for toll messages usually based upon a minimum initial period and distance between exchanges.

TOUCH TONE CALLING SERVICE
Touch Tone Calling Service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.

TRUNK ACCESS LINE
See "Access Line".

UNDERGROUND SERVICE CONNECTION
A subscriber’s "drop" wire which is run underground from a pole line or an underground distributing cable.

UTILITY, TELEPHONE
See “Telephone Company.”
2. GENERAL REGULATIONS

2.1. Application

The regulations specified herein are applicable to all communication services offered in this Guidebook by CenturyTel of Ooltewah-Collegedale, Inc., hereinafter referred to as the Telephone Company and/or the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Guidebook.

2.2. Limitations and Use of Service

2.2.1. Use of Subscriber's Service

a. Subscriber telephone service is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's domestic establishment, except as the use of the service may be extended to joint users, patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges or universities, to persons temporarily subleasing a subscriber's residential premises, to tenants living in retirement complexes, or to subscribers of access line service for customer-provided telephones.

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

c. Except as otherwise provided in this Guidebook, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a subscriber who is engaged as a communications common carrier for message telegraph communications to subscribers of access line service for customer-provided public telephones.

d. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident thereto, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

e. Residence service will not be extended to two separate domestic establishments except when residence service exists and is maintained in the second domestic establishment.

2.2.2. Establishment of Identity

a. The calling party shall establish his identity in the course of any communication as often as may be necessary.

b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.
2. GENERAL REGULATIONS

2.2. Limitations and Use of Service (Continued)

2.2.3. Unauthorized Attachments or Connection

a. No apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Guidebook; refer to Section 14.2.5. In case such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, or to suspend the service during the continuance of said attachments or connections or to terminate the service.

b. Where a maintenance or repair visit is made to the subscriber's premises and the difficulty or trouble report results from the use of unauthorized attachments or connections, the Company will advise the subscriber of his obligation to repair the trouble as specified in Section 14 of this Guidebook.

2.2.4. Miscellaneous Devices Provided by the Subscriber

a. The provisions of 2.2.3. preceding shall not be construed or applied to bar a subscriber from using devices which serve his convenience in his use of the facilities of the Company in the service for which they are furnished under this Guidebook, provided any such device so used would not endanger the safety of Company employees or the public; damage, require change in alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, except as provided for in Section 14.2.4; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or the teletypewriter system or otherwise injure the public in its use of the Company's services.

b. Devices provided by the subscriber to obtain quietness or privacy may be used in conjunction with the telephone service furnished to the subscriber by the Company, provided any such device does not involve direct electrical connection, except as provided in Section 14.2.4.

c. Except as otherwise provided in this Guidebook, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

2.2.5. Broadcast of Recordings of Telephone Conversations

The provisions of 2.2.3. preceding shall not apply to the broadcasting of a recording of a telephone conversation during the period of recording provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording equipment as specified in this Guidebook.
2. GENERAL REGULATIONS

2.2. Limitations and Use of Service (Continued)

2.2.6. Recorded Public Announcements

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

a. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.

b. Non-published telephone numbers will not be furnished for use with recorded public announcements.

c. Failure to comply with the provisions of this Guidebook shall be cause for termination of the service.

2.2.7. Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between subscribers. If because of transmission difficulties, the operator, in order to accommodate the subscriber repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of the errors.

2.2.8. Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

2.2.9. Cancellation of Service

a. General

The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from subscriber's premises.
2. GENERAL REGULATIONS

2.2. Limitations and Use of Service (Continued)

2.2.9. Cancellation of Service (Continued)

b. Service may be denied or discontinued without notice upon:

(1) Abuse or fraudulent use of service; such abuse or fraudulent use includes, but is not limited to:

(a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service.

(b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, local or long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any scheme, trick, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such services.

(c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, harass, or torment another.

(d) The use of profane, foul, abusive or obscene language.

(e) The impersonation of another with fraudulent or malicious intent.

(f) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other subscribers.

(2) Failure of a subscriber to make suitable deposit as required by this Guidebook.

(3) Abandonment of the service.

c. Service may be denied or discontinued with notice for:

(1) The violation of or noncompliance with the Commission's regulations governing service supplied by the Telephone Company or for violation of or non-compliance with the Company's rules or tariffs on file with the Commission.

(2) The failure to comply with municipal ordinances or other laws pertaining to telephone service.

(3) The failure of the subscriber to permit the Company reasonable access to its equipment. Refer to Section 2.3.7.a.

(4) The nonpayment of bill. Refer to Section 2.4.4.d.

(5) Failure to establish credit on request for initial or additional service. Refer to Section 2.4.2.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service

2.3.1. Availability of Facilities

a. The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provisions of such service.

b. The rates and charges quoted in this Guidebook provide for the furnishing of service and facilities where suitable facilities are available.

2.3.2. Applications for Service

a. Any applicant for services may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.

b. The Company reserves the right to refuse service to any applicants who are found to be indebted to the Company for service previously rendered, until the indebtedness is satisfied.

c. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

d. If telephone service is established and it is subsequently determined that either condition in b. or c. preceding exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

e. Applications for service become contracts when accepted by the Company. The terms and conditions of such contracts are supplemented by, and subject to, this Guidebook. Any changes in rates, rules or regulations, authorized by the legally constituted authorities, shall act as a modification of the contract to that extent, without further notice.

f. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

Any cost due to a rearrangement of service caused by a suspension of a portion of a service will be borne by the subscriber.

g. When a subscriber requests a change in location of all or a part of the facilities covered by his application for service or request to for additions, rearrangements or modifications of his existing service prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.3. Application of Rates for Business and Residence Service

   a. Although business rates apply at business location and residence rates apply at residence location generally, the determination as to whether subscriber's service (as distinguished from public and semipublic service) shall be classified as business or residence is based on the character of use to be made of the service.

   b. Application of Business Rates

   Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use. Business rates apply:

   1. In offices, stores, factories and all other places of a strictly business nature.

   2. In boarding houses, except as modified under Section 2.3.3.c.(3) following, offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public parochial and other private schools, colleges, universities, fraternity and sorority houses, hospitals, nursing homes, other institutions, libraries and churches.

   3. At residence locations when the subscriber has no regular business telephone 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, which fact might be indicated by, but not limited to, advertising either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, or when such business use if not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

   4. Where the place of business and the residence of the subscriber are on the same premises and no telephone service is installed in the place of business, the business rate shall be charged for the telephone service installed in the residence.

   5. At residence locations when an extension station or extension bell is located in a shop, office or other place where business rates would apply under the provision of this Guidebook.

   6. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under Section 2.3.3.c.(4) following.

   c. Application of Residence Rates

   Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply:

   1. In private residences where business listings are not provided.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.3. Application of Rates for Business and Residence Service (Continued)

c. Application of Residence Rates (Continued)

(2) In places of a combined business and residence nature provided separate service is installed for business purposes and is charged for at business rates, and provided further that the residence service is installed in that part of the domestic establishment used primarily for residential purposes.

(3) In private apartments of hotels, rooming houses, or boarding houses where service is confined to the domestic use of the subscriber and provided business listings are not furnished.

(4) In the place of residence of a clergyman, physician, nurse, dentist, veterinary surgeon or other medical or professional practitioner, provided the subscriber does not maintain an office in his residence and provided no business designation is employed.

(5) In a private stable or garage when strictly a part of the subscriber's domestic establishment.

d. Changes from business service to residence service, made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as specified in Section 2.3.3.c. preceding, require a change in the telephone number. Service connection charges applicable are specified in Section 4 of this Guidebook.

e. Changes from residence service to business service may usually be made without change in telephone number, if the subscriber so desires. Service connection charges, which apply for such changes, are specified in Section 4 of this Guidebook.

2.3.4. Initial Service Periods

a. General

(1) Unless otherwise specified, the initial (or minimum) service period for all services and facilities offered in this Guidebook is one month at the same location.

(2) The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment necessary to meet specific demands for service.

b. Directory Listings and Joint User Service

(1) The length of service periods for directory listings, and joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to the subscribers.

(2) The length of service periods for directory listings, and joint user service, where the listing does not appear in the directory, shall be one month. Such listings may be discontinued any time after the expiration of the initial service period upon notification to the Company and prior to the closing date of the telephone directory. If notification of discontinuance of the directory listing or joint user service is not received by the Company prior to the directory closing date, the service period shall be that of the new directory.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.5. Transfers of Service

a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers of service are subject to service connection charges specified in Section 4 of this Guidebook and may be arranged for in the following manner:

(1) If the new subscriber fully understands the regulations governing the service and status of the account and willingly assumes all obligations there under, including outstanding charges due or to become due, a new service application is made, applicable changes in the billing name and address and directory listings are made, and bills are rendered to the new subscriber without an adjustment to or from any particular date.

b. Under transfers of service, the reassignment of the telephone number to the service of the new subscriber is arranged for only after the following conditions have been met:

(1) The former subscriber has given his consent to its use.

2) All charges due under the current account have been paid.

(3) When, in the judgment of the Company, a change in the telephone number is not required.

c. Where the new subscriber requests an addition to the existing service, or a rearrangement or change of the existing service, the appropriate service connection charges specified in Section 4 of this Guidebook will apply.

d. Service connection charges will not be applied in the following cases when there is no charge in the subscriber’s interest and the service and facilities are assumed prior to their discontinuance without lapse in the rendition of service or in charges for services:

(1) When a subscriber's name is change by marriage or court order and the existing service of the subscriber is contracted for under the new name.

(2) When one member of the family applies for the service previously contracted for by another member of the same family residing in the same household.

2.3.6. Provision and Ownership of Telephone Numbers

a. Telephone numbers are the property of the Company and are assigned to the service furnished a subscriber.

b. The subscriber has not property right to the telephone number or any right to continuance of service through any particular central office.

c. The Company may change the telephone number or the central office designation, or both, of a subscriber whenever the Company deems it necessary to do so.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.7. Provision and Ownership of Facilities

a. Facilities furnished by the Company on the premises of a subscriber or authorized user of the service are property of the Company and are provided upon the condition that such facilities, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's facilities on the subscriber's premises, or to remove such facilities which are no longer necessary for the provision of service.

b. Such facilities are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.

c. The subscriber agrees to notify the Company whenever alterations on the premises owned or leased by him will necessitate changes in the Company's facilities; and the subscriber agrees to pay the Company's current charges for such changes.

d. The provision of service will be governed by the technical limitation of the equipment as required by our service criteria and consistent with reasonable cost.

2.3.8. Provision and Ownership of Telephone Directories

a. The Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at reasonable charge.

b. Directories regularly furnished to the subscriber are the property of the Company. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in the possession of the subscriber.

c. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interfere with service.

2.3.9. Floor Space, Electric Power and Operating at the Subscriber's Premises

a. The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.

b. Except as may be specified elsewhere in this Guidebook, all operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.10. Maintenance and Repairs of Company Installed Property

   a. All ordinary expense of maintenance and repairs, unless otherwise specified in this Guidebook, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

   b. Subscribers may not rearrange, disconnect or remove any property owned and/or installed by the Company, except upon the written consent of the Company.

   c. After January 1, 1987, subscribers will be responsible for maintenance of wiring inside their premises. This wire therefore, may be rearranged, disconnected or removed by the subscriber subject to the limitations in Section 14 of this Guidebook.

2.3.11. Company Facilities at Hazardous Locations

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service and if such service is furnished, also requires the subscriber to indemnify and hold the Company harmless from any claim, loss or damage by reason of the installation and maintenance of such service.

2.3.12. Work Performed Outside Regular Working Hours

   a. The rates and charges specified in this Guidebook contemplate that work in connection with furnishing or rearranging service be performed during regular working hours.

   b. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this Guidebook, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

2.3.13. Termination of Service and Contracts

   a. Termination of Service by the Company

      (1) Telephone service is furnished to subscribers under the regulations prescribed in this Guidebook. Violation of any such regulations on the part of the subscriber may be regarded by the Company as sufficient cause for the termination of the subscriber's service.

      (2) When the service is terminated by the Company because of violation of its regulations by the subscriber, the regulations specified in Section 2.3.14.b. following for termination of service at the subscriber's request apply.

      (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.
2. GENERAL REGULATIONS

2.3. Establishment and Furnishing of Service (Continued)

2.3.13. Termination of Service and Contracts (Continued)

b. Termination of Service at the Subscriber's Request

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

c. Termination of Contracts

(1) Contracts taken for a period of one month may be terminated prior to the expiration of the initial service period, upon reasonable notice from the subscriber and payment of all charges due for the balance of the initial month.

(2) Contracts for special equipment or facilities taken for a period of more than one month may be terminated prior to the expiration of the initial service period upon reasonable notice from the subscriber and payment of all charges due for the period service has been rendered, plus a termination charge as computed below:

(a) The termination charge shall be equal to the original total installed cost of the equipment plus the cost of removal less the readily realizable salvage value, such total being reduced by the ratio of the expired portion of the initial service period to the full initial service period.

(b) In the event a portion of a service arrangement is discontinued prior to the expiration of the initial service period, the application of the termination charge will be on the basis that the items of equipment discontinued were the last such items installed.

2.4. Payment Arrangements and Credit Allowances

2.4.1. Advance Payments

a. Applicants for telephone service or facilities may be required to pay in advance of installation the service connection, installation or other nonrecurring charges.

b. Applicants for telephone service or facilities may also be required to make an advance payment equal to the first month's charges for exchange service, facilities, mileage and listings.

c. In addition to the advance payment specified in a. and b. preceding, an applicant for telephone service or facilities (the furnishing of which involves an unusual installation expense) may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.
2. GENERAL REGULATIONS

2.4. Payment Arrangements and Credit Allowances (Continued)

2.4.1. Advance Payments (Continued)

d. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of the excess is either returned to the subscriber or credited to his account, at the option of the Company.

2.4.2. Establishment of Credit

a. The Company is not obligated to furnish service or facilities to any individual or firm indebted to the Company for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company.

b. The Company is not obligated to continue to furnish service or facilities to any individual or firm whose credit is, or becomes, in the opinion of the Company, doubtful.

c. In order to insure the payment of all charges due for its services or facilities, the Company may require a subscriber to establish and maintain his credit in one of the following ways:

   (1) By furnishing references suitable to the Company.

   (2) By providing a suitable guarantee in writing in form prescribed by the Company.

   (3) By means of a cash deposit.

2.4.3. Deposits

a. The Company may require an applicant or a customer to make a suitable cash deposit to be held by the Company as a guarantee of the payment of charges for service. The fact that a deposit has been made neither relieves the applicant nor the customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor constitutes a waiver or modification of the regulations of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for service rendered.

b. Applicants or customers who request service in a location where the Company believes, in its sole discretion, the equipment may be subject to loss or damage through theft, vandalism or other reasons involving a responsibility on the part of the customer will be required to make a suitable deposit to cover that potential loss or damage, such deposit not to exceed the value of the equipment furnished.

c. The amount of deposit, if applicable, will be determined in accordance with the Company's policies.

d. Deposits, if applicable, will be refunded or applied, in accordance with the Company's policies.

e. The Company does not apply interest on deposit amounts that it holds or upon the return of deposit amounts to the applicant or customer.
2. GENERAL REGULATIONS

2.4. Payment Arrangements and Credit Allowances (Continued)

2.4.4. Payment for Service

a. The Company will render its subscriber's bills indicating the amount due the Company on or about the first day of each month. These bills are due when rendered and those accounts unpaid 10 days after billing will be considered delinquent.

b. When warranted, in the judgment of the Company, special toll bills may be rendered and in such cases, the amounts billed are due and payable on demand.

c. All charges due by the subscriber are payable at the Company's business office or at any agency duly authorized to receive such payments.

d. The subscriber shall pay monthly in advance or on demand all charges for local service, miscellaneous services and long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber including charges for services originated or charges accepted at the subscriber's station or charges billed to the subscriber's calling card.

e. At least five days prior to the date scheduled for suspension of service, the Company will mail a second notice to subscribers having an unpaid account.
2. GENERAL REGULATIONS

2.4. Payment Arrangements and Credit Allowances (Continued)

2.4.4. Payment for Service

f. Failure to receive a bill that has been rendered or a second notice will not relieve the subscriber of the responsibility for payment nor alter the Company's procedures as outlined herein.

g. Accounts which are unpaid 22 days after the billing date may be suspended. Suspension of service shall not occur on the day preceding or on Saturdays, Sundays and legal holidays.

h. Upon suspension of service for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with the regulations of this Guidebook, restoration of such service is made upon payment of all charges due, or at the discretion of the Company a substantial portion thereof, in addition to a restoration charge as specified in Section 4 of this Guidebook.

i. After service is suspended, the Company, at its convenience, may issue an order to terminate service and remove its equipment and facilities.

j. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Guidebook.

k. Where service has been restored after payment of a portion of the amount due, such restoration will not be considered as a waiver or modification of the subscriber's responsibility for prompt payment of bills or the Company's right to further deny service in accordance with the provisions of this Guidebook.

l. A charge, as specified in Section 4 of this Guidebook, will be applied to each returned check received. Regulations contained in this Guidebook regarding suspension or discontinuance of telephone service will remain applicable.
2. GENERAL REGULATIONS

2.4. Payment Arrangements and Credit Allowances (Continued)

2.4.5. Allowance for Interruptions

a. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues for more than twenty-four consecutive hours after being reported to or detected by the Company.

b. Allowance will be made for loss of service during the period service is suspended for nonpayment, upon request of the subscriber, if payment is made and service is reconnected before the issuance of an order to disconnect the service. This allowance will be a pro rata adjustment of the fixed monthly charges involved. Subsequent to the issuance of an order to disconnect the service, it may at the option of the Company be re-established only on the basis of a new application.

c. The refund may be accomplished by a credit on the subsequent bill for telephone service.

d. No other liability shall in any case attach to the Company on account of interruptions in service.
2. GENERAL REGULATIONS

2.5. Liability of the Company

2.5.1. Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

2.5.2. Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. In establishing such connections, this Company is not liable for any act or omission of any other connecting company or companies.

2.5.3. Indemnifying Agreement

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

2.5.4. Defacement of Premises

The Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Company by reason of any defacement or damage to the subscriber's premises resulting from the furnishing of service or the existence of the Company's instruments, or apparatus on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

2.5.5. Errors in Telephone Directories

The Company assumes no liability for damage claimed on account of errors or omission from its directories and, in accepting listings as prescribed by applicants or subscribers, will not assume responsibility for the result of their publication in the directory.

2.5.6. Equipment in Explosive Atmosphere

a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, 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, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
2. GENERAL REGULATIONS

2.5. Liability of the Company (Continued)

2.5.6. Equipment in Explosive Atmosphere (Continued)

b. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

c. The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6. Preferred Carrier Freeze

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intraLATA and/or interLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods. This offering in no way nullifies the carrier or reseller's responsibility to verify the service provider changes as outlined in Rule 1220-4-2.56(2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

a. In written form by the use of Letter of Agency (LOA) that must conform with Rule 1220-4-2-.56(2)(a), The Tennessee Verification of Orders for Changes of Long Distance Carrier; or

b. Verbally with a call between the subscriber and the Company; or

c. Verbally with a three-way conference between the Company, the subscriber, and the preferred carrier.

At the time a subscriber makes a request to the Company to place a freeze on their account, the company will send the subscriber a confirmation letter. The Company does not guarantee that by placing a freeze on the subscriber's account that the preferred carrier cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if the preferred carrier is changed without the subscriber's consent as long as the company has fully complied with the requirements specified in Rule 1220-4-2.56(2), The Tennessee Verification of Orders for Changes for Long Distance Carriers.

2.7. Third Party Blocking

2.7.1. Description

a. Third Party Blocking is available to all customers. The service blocks the placing of monthly recurring charges on telephone bills by third party providers without proper verification. Unauthorized charges can include monthly recurring for membership fees, plan fees, Internet access fees, voice mail fees, etc. Casual Calling, collect, third party, calls to carrier's toll access number, as well as directory advertising are exempt from this blocking service.

b. The Company cannot guarantee that Third Party Blocking will prevent all unauthorized third party charges from appearing on a Customer's bill.
2. GENERAL REGULATIONS

2.7. Third Party Blocking (Continued)

2.7.2. Third Party Blocking Procedures:

The Company will utilize the following procedures before removing Third Party Blocking from a Customer's bill:

a. The third provider shall not submit changes to the Company, for a specific Customer, without first obtaining a Letter of Authorization (LOA) from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service. All LOAs must adhere to the current Federal Communications Commission rules defined in C.F.R. 47 and Tennessee Regulatory Authority rules as defined in Rule 1220-4-3.56.

b. The LOA shall not be combined with inducements of any kind in the same document.

c. A copy of the LOA must be provided to the Company, if requested, as authority from the Customer to place a monthly recurring charge on the Customer's bill.

d. Upon receipt of an LOA, the Company will first call the Customer and obtain the Customer’s verbal approval before removing Third Party Blocking.

2.7.3. Activation/Subsequent Changes

a. Subscribers who wish to establish or cancel third party blocking may also do so by contacting the Company directly. The Company may require verification for the subscriber.

b. The charge to activate or change Third Party Blocking is $5.00.
2. GENERAL REGULATIONS

2.8 CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

Charges applicable under special conditions are located at **SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES**.
3. BASIC LOCAL EXCHANGE SERVICE

3.1. General

3.1.1. Local exchange service rates in this Guidebook are identified with CenturyTel of Ooltewah-Collegedale, Inc. d/b/a CenturyLink Ooltewah-Collegedale.

3.1.2. Access line charges will apply in all cases where the Telephone Company provides service.

3.1.3. For other types of service available to the Collegedale, Ooltewah and Apison exchange areas and rates therefore, see other sections of this Guidebook.

3.1.4. Local exchange service rates do not include the provision of a telephone set.

3.1.5. Residence service will not be extended to two separate domestic establishments, except when residence service exists and is maintained in the second domestic establishment.

3.2. Local Exchange Rates

3.2.1. The rates specified herein entitle the subscribers of CenturyTel of Ooltewah-Collegedale, Inc. d/b/a CenturyLink Ooltewah-Collegedale to call toll free by extended area service to all subscribers set forth in Section 3.6.1.

See Section 12.11 for a description of Rotary Line Service (a.k.a. Hunting).

a. Business

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Individual Line (1-PTY)</td>
<td>$37.00</td>
</tr>
<tr>
<td>(2) One-Party Business Hunting Line</td>
<td>$59.50</td>
</tr>
<tr>
<td>(3) Key Access Line</td>
<td>$59.50</td>
</tr>
<tr>
<td>(4) Key Line Hunting</td>
<td>$84.00</td>
</tr>
<tr>
<td>(5) PBX Trunk, with or without Hunting</td>
<td>$59.50</td>
</tr>
<tr>
<td>(6) Customer Provided Public Telephone</td>
<td>$34.50</td>
</tr>
</tbody>
</table>

b. Residence

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Individual Line (1-PTY)</td>
<td>$23.50</td>
</tr>
<tr>
<td>(2) Key Access Line</td>
<td>$23.50</td>
</tr>
</tbody>
</table>

[1] Touch Tone Calling Service rate previously found in Section 12.1.2 appeared as a single line item on customer invoices; the Touch Tone Calling Service monthly rate is now reflected in the Key Access Line and Trunk Access Line rates with no change in net billed amount.
3. BASIC LOCAL EXCHANGE SERVICE

3.2. Local Exchange Rates

3.2.4. Reserved
3. BASIC LOCAL EXCHANGE SERVICE

3.3 Directory Assistance Service

3.3.1 Terms and Conditions

See CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES for the terms and conditions for local, long distance and national directory assistance.

3.3.2 Rates and Charges

a. Directory Assistance Service Charge, Per Directory Assistance call $5.99

b. When the customer requests Directory Assistance by dialing “0” where the customer has the technical capability to direct dial Directory Assistance, the applicable Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

3.4 Operator Assisted Calls

3.4.1 General

A service charge, as specified in 3.4.3, may apply when the caller requests operator assistance. The call may be billed to the originating telephone, calling card, third number, collect or any other special identification number as authorized by the caller.

3.4.2 Application of Charges

A service charge, as specified in 3.4.3, will be applied to each completed call except:

a. For calls to the Company for official telephone business.

b. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state, or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.

c. When the caller identifies himself as being handicapped and unable to place the call due to his handicap.

d. When the caller advises he has had service trouble in reaching the terminating number.
3. BASIC LOCAL EXCHANGE SERVICE

3.4. Operator Assisted Calls (Continued)

3.4.3. The following service charge will apply to each completed operator assisted call not excluded in 3.4.2. preceding:

  a. Station-to-Station
     Dial Calling Card $1.50
     Operator 2.50

  b. Person-to-Person 3.00

3.5. **Reserved for Future Use**
3. BASIC LOCAL EXCHANGE SERVICE

3.6 County-Wide Calling

In addition to the local calling areas, toll free calling on a (1+) or (0+) basis is provided between all local exchange service located within the same county.

All operator assisted calls and credit card calls between these exchanges, and intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling, are subject to rates described in the Company’s Message Telecommunications Service section.

County-Wide Calling is not provided to the following:

a. Sent paid Customer-Provided Public Telephone Service
b. Originating Cellular Service
c. Quoted Charges (calls originating at Hotel/Motel/Hospital)
d. Foreign Exchange Service
e. Remote Call Forwarding

3.6.1. Metro Area Calling

Non-rated, two-way calling will be provided between Tennessee subscribers in the metropolitan area exchanges of Chattanooga and subscribers in the exchanges of Apison, Collegedale, and Ooltewah as set forth below:

<table>
<thead>
<tr>
<th>Local Exchange</th>
<th>Metro Area Call Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apison</td>
<td>College Station</td>
</tr>
<tr>
<td>Collegedale</td>
<td>Dunlap</td>
</tr>
<tr>
<td>Ooltewah</td>
<td>Fall Creek Falls</td>
</tr>
<tr>
<td></td>
<td>Nine Mile</td>
</tr>
<tr>
<td></td>
<td>Pikeville</td>
</tr>
<tr>
<td></td>
<td>Charleston</td>
</tr>
<tr>
<td></td>
<td>Chattanooga</td>
</tr>
<tr>
<td></td>
<td>Cleveland</td>
</tr>
<tr>
<td></td>
<td>Dayton</td>
</tr>
<tr>
<td></td>
<td>Decatur</td>
</tr>
<tr>
<td></td>
<td>Georgetown</td>
</tr>
<tr>
<td></td>
<td>Jasper</td>
</tr>
<tr>
<td></td>
<td>Soddy-Daisy</td>
</tr>
<tr>
<td></td>
<td>South Pittsburg</td>
</tr>
<tr>
<td></td>
<td>Spring City</td>
</tr>
<tr>
<td></td>
<td>Whitwell</td>
</tr>
</tbody>
</table>
3. BASIC LOCAL EXCHANGE SERVICE

3.7 CENTURYLINK LINE VOLUME PLAN (CLVP)

3.7.1 Terms And Conditions

See LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN (“CLVP”) for the description, terms and conditions for CLVP. Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer’s account falls below the minimum line requirements.

3.7.2 Rates

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

<table>
<thead>
<tr>
<th>Number of Lines (Tier)/Minimum Line Requirement</th>
<th>Two Year Term</th>
<th>Three - Five Year Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - 49</td>
<td>$33.99</td>
<td>$32.99</td>
</tr>
<tr>
<td>50 - 499</td>
<td>32.99</td>
<td>31.99</td>
</tr>
<tr>
<td>500 - 999</td>
<td>31.99</td>
<td>30.99</td>
</tr>
<tr>
<td>1000 - 3000</td>
<td>30.99</td>
<td>29.99</td>
</tr>
</tbody>
</table>

b. Optional Services

LVP Feature Package, per line/ trunk, per month

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

[1] Touch Tone Calling Service and Trunk Hunting, where applicable, are included in these rates.
4. SERVICE CONNECTION CHARGES

4.1. General

4.1.1. The term "Service Connection Charge" is used to define the charges applying to the establishment of service for a subscriber and the subsequent discontinuance of such service. Its purpose is to partially cover the non-capitalized cost of establishment and later discontinuance of service.

4.1.2. No distinction is made between a "New Installation" and an "Outside Move".

4.1.3. Service connection charges do not supersede mileage charges and installation charges made because of unusual costs but are to apply in addition to such charges.

4.1.4. Service connection charges do not apply to "public telephones" established for the use of the public. The term "public telephones" as used herein is not to be construed to cover services such as semipublic for which a service connection charge is applicable.

4.1.5. Service connection charges do not apply in connection with the re-establishment of service at a location which has been destroyed or partially destroyed by fire, or in connection with the establishment of service at a new location occupied by the subscriber on account of the old location being untenantable for reasons beyond the control of the subscriber. If service is established at a new location and the subscriber moves back to the old location, the service connection charge is made in connection with the reestablishment of service at the old location.

4.1.6. Service connection charges do not apply to private line equipment, i.e., circuits not connected with the central office for exchange or toll service; and installation charges are applied in accordance with the provisions and rates specified in Section 12 of this Guidebook.

4.1.7. Service connection charges may be payable at the time of application for the particular service or facility, and prior to the establishment of service. At the discretion of the Company, service may be established in advance of the payment of the service connection charges for addition to the services of existing subscribers and also in the case of any service for departments and agencies of Federal, State, County and Municipal Governments.

4.2. Definition of Service Connection Charges

4.2.1. Service Charges

The term "service charge" as specified herein and in other sections of this Guidebook is defined as a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telephone service, disconnection of residential telephone service, miscellaneous and supplemental equipment and other telephone facilities. Service charges are categorized as (1) Service Ordering Charge, (2) Premises Visit Charge, (3) Central Office Line Connection Charge, and (4) Premises Work Charge.

a. Service Ordering Charge

The term "Service Ordering Charge" means the charge that applies for work performed by the Company in connection with the receiving, recording and processing of subscriber or applicant requests.
4. SERVICE CONNECTION CHARGES

4.2. Definition of Service Connection Charges (Continued)

4.2.1. Service Charges (Continued)

b. Premises Visit Charge

The term "Premises Visit Charge" means the charge that applies for a visit to the subscriber's premises to perform work, other than disconnect work, requested by the subscriber.

c. Central Office Line Connection Charge

(1) The term "Central Office Line Connection Charge" means the charge that applies for arranging an exchange line to provide service between the central office and the subscriber's premises. This work includes but is not limited to:

(a) Making and changing connections in the central office.

(b) Making and changing connections in distribution facilities between the central office and the subscriber's premises, including necessary cross connections and line and station transfers.

(2) Each tie line, local private line, or off-premises station line will be treated as an exchange line for the purpose of applying service charges.

d. Premises Work Charge

The term "Premises Work Charge" means the charge that applies for connecting, moving or changing auxiliary equipment and/or miscellaneous services for which no installation charge is specified in other sections of the Guidebook.

4.2.2. Central Office Work

Includes the testing and connection functions carried out within the central office.

4.2.3. Line Work

Work done in providing the circuit from the central office to the protector on the subscriber's premises.

4.2.4. Protector

Point of connection between inside wire and outside wire.

4.2.5. Termination Charge

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such items.

4.2.6. Restoration Charge

A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.
4. SERVICE/connection CHARGES

4.3. Application of Charges

4.3.1. General

Service Charges as used herein and in other sections of this Guidebook are applicable to the ordering, connecting, moving, changing, rearranging and furnishing of telephone service, disconnection of residential telephone service, miscellaneous and supplemental equipment and other telephone facilities and services.

4.3.2. Service Charge

Service charges apply as follows except as provided in other sections of this Guidebook.

a. Service Ordering Charge

(1) Primary

(a) Applies per subscriber request for work performed by the Company to be completed at the same premises on the same date, per request.

(b) Where more than one account is located at the same premises, work on each individual account will be considered separately.

(2) Record Only

(a) Applies per subscriber request for record type orders only which involve no monthly revenue increase or for changes which involve a monthly decrease and require record changes, i.e., (1) change in directory listing; (2) change from residence to business service without change in telephone number.

(b) When more than one account is involved, each individual account will be considered separately.

b. Premises Visit Charge

(1) Applies for a visit to the subscriber's premises to perform work, other than disconnect work, requested by the subscriber.

(2) When more than one visit is necessary, for Company reasons, to complete the work, only one Premises Visit Charge applies.

c. Central Office Line Connection Charge

Applies for work including but not limited to:

(1) Making and changing connections in the central office.

(2) Making and changing connections in distribution facilities between the central office and the subscriber's premises, including necessary cross connections and line and station transfers.

(3) Installations and changes in tie lines, local private lines or off-premises station lines.
4. SERVICE CONNECTION CHARGES

4.3. Application of Charges (Continued)

4.3.2. Service Charge (Continued)

d. Premises Work Charge

Applies to each item of auxiliary equipment, or miscellaneous service connected, moved or changed by the Company and there is no specific installation charge provided elsewhere in the Guidebook.

4.4. Service Charges

<table>
<thead>
<tr>
<th>4.4.1. Service Ordering, each order</th>
<th>Business</th>
<th>Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Primary</td>
<td>$25.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>b. Record Only</td>
<td>$13.00</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

| 4.4.2. Premises Visit, each | $16.00 |

| 4.4.3. Central Office Line Connection, per central office line or trunk | $22.00 | $15.00 |

| 4.4.4. Premises Work, per unit | $7.00 |

4.5. Installation Charges

Installation charges presented throughout this Guidebook, if applicable, as part of the offering of service features, apply in addition to the charges listed in Section 4.4. preceding as appropriate.

4.6. Moves and Changes

4.6.1. General

a. The establishment of the charges specified in this section for moves and changes do not contemplate work being performed by the Company employees at a time when overtime wages apply, due to the request of a subscriber, nor does it contemplate work once begun being interrupted by the subscriber. If the subscriber requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved, may apply.

4.6.2. Application of Charges

a. Moves

(1) Discontinuance of telephone service at one premise on their continuance at another premises will not be considered as a move.

(2) The terms "same premises" or "subscriber's premises", as used herein, are to be interpreted to mean the building (or continuous portions of a building) occupied by the subscriber either as a place of business or residence.
4. SERVICE CONNECTION CHARGES

4.6. Moves and Changes (Continued)

4.6.2. Application of Charges (Continued)

a. Moves (Continued)

(3) Charges for moves of telephone service except as otherwise provided in this section will apply as outlined in Section 4.4 of this Guidebook.

b. Changes

(1) Charges for changes in telephone service, or lines, made at the initiative of the subscriber, except as otherwise provided in this section, will apply as outlined in Section 4.4. of this Guidebook.

c. For changing or moving any equipment not covered in this section of the Guidebook, the charge will be as follows:

(1) A charge equal to the established installation charge for a new installation of the same service, or

(2) If no installation charge is provided, a charge based on the cost of labor and material applies. This charge shall not be less than the applicable service connection charges in Section 4.4.

4.7. Move or Change of Service Drop or Protector

A charge of $35.00 will apply for each move or change of a service drop or a protector made a subscriber’s request.

4.8. Restoration Charge

In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of charges due, or at the discretion of the Company a substantial portion thereof. In addition, a restoration charge equal to central office line connection will apply.

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

A nonrecurring charge will apply for each repair visit to a subscriber’s premises in connection with a service difficulty when it is determined that the difficulty or trouble report was due to a condition in, or caused by, customer-provided terminal equipment or communications system which is arranged for connection to Company facilities.

<table>
<thead>
<tr>
<th>Type</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$85.00</td>
</tr>
<tr>
<td>Residence</td>
<td>$85.00</td>
</tr>
<tr>
<td>Customer-Provided Public Telephone</td>
<td>$25.00</td>
</tr>
</tbody>
</table>
4. SERVICE CONNECTION CHARGES

4.10. Termination Charge

4.10.1. A termination charge is determined by applying to the basic termination charge the percentage which the unexpired portion of the initial service period bears to the full initial service period.

The basic termination charge and the initial service period are indicated either in Section 2 or the sections of this Guidebook covering the service items to which they apply, as appropriate.

4.10.2. When a subscriber cancels an order from service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the basic charge.

4.11. Transfer of Equipment to a Different Premise

Transfers of telephone service from one premises to another or from one location to another on the same premises involving a break in the continuity of service and resulting in a cessation of local service charges are not considered as moves but as new installations subject to service connection charges.

4.12. Returned Check Charge

4.12.1. A charge of $30.00 will be applied to each returned check received, i.e., (a) insufficient funds, (b) stopped payment, or (c) account closed. Telephone service will be subject to discontinuance as specified in this Guidebook.

4.12.2. The charge will not apply when a letter from the bank stating a bank error has been made is received by the Company.

4.13. Toll Verification

4.13.1. Upon the request of a subscriber to have his toll billing verified, the subscriber will be informed that the Company will verify five toll calls without charge.

4.13.2. If a subscriber requests more than five calls to be verified, the Company will charge $5.00 for each additional ten calls verified or fraction thereof. No charges will apply if any calls are proven to have been incorrectly billed.

4.14. Promotions

See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.

4.15. Late Payment Charge

A Late Payment Charge that is the greater of $8.00 or 5% of the unpaid balance will apply on the entire unpaid balance from the prior month’s invoice, excluding charges that have been disputed by the customer. The Late Payment Charge will be applied to the total undisputed; unpaid amount carried forward and will be included in the total amount due on the current invoice. This charge will apply to federal and state government customers pursuant to existing statutes applicable to those governmental entities.

TN 19-01
4. SERVICE CONNECTION CHARGES

4.16 Facility Relocation Cost Recovery Fee

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

4.17 Service Date Change Charge

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

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

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in 4.19 following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 4.18 following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 4.18.a. following.
4. SERVICE CONNECTION CHARGES

4.18 Cancellation of Order Charge

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

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

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

b. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge 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 (a) or (b) following, whichever is lower, shall apply.

(a) 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

(b) The minimum period charges for the service.

4.14 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 2.8, Charges Applicable Under Special Conditions, unless set forth elsewhere in this Guidebook for a specific service.
5. RESERVED FOR FUTURE USE
6. DIRECTORY LISTINGS

6.1. Regulations Applicable to Directory Listings

6.1.1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory and directory assistance records. Listings are indented solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.

6.1.2. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as required by subscribers or prospective subscribers the Company will not be a part to controversies between subscribers as a result of the publication of such listings in its directories.

6.1.3. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.

6.1.4. The Company reserves the right to limit the length of any listings to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.

6.1.5. Except as hereinafter provided only one listing is furnished without charge for each main service, joint user service, PBX system or Centrex system.

6.1.6. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when in the judgment of the Company names of buildings, apartment houses or communities serve as a better means of identification. The use of floor, room or suite numbers of buildings or apartment houses, or other such designations are not permitted.

6.1.7. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. In such cases, no additional listings are permitted. Listings in connection with semipublic telephone service are furnished under the same rates and regulations as other business service.

6.1.8. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without charge as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge.

6.1.9. Listing charges date from the date the information records are posted and are payable monthly in advance. Information records are posted at the time the application is made, or at the time of delivery of the directory, as the subscriber may desire. Charges may be discontinued at the request of the subscriber, subject to the initial service period.

6.1.10 When issued, the Company makes reasonable efforts to minimize errors in publishing the directory and the Company is in no way responsible and liable for any mistakes, omissions, or failures relating thereto.
6. DIRECTORY LISTINGS

6.2. Additional Directory Listings

6.2.1. General

If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines or PBX trunks associated with that service. Directory listings showing the appropriate Centrex station number may be furnished indented under the main listing or additional listings at the charge for additional listings. Such listings may be specified departments, locations or titles of key personnel. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the subscriber's request, they may bear any one of the rotary numbers.

Listings in excess of those allowed without charges are furnished at $4.50 each per month.

6.2.2. Additional Business Listings

Additional business listings may be furnished in the names of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation where the subscriber or joint user is a corporation, and for any business establishment, the names of associates or employees of the subscriber or joint user. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber or joint user owns or controls, or is duly authorized to and actually does represent. Listings other than those indicated above are furnished subject to the rates and regulations specified for "Joint User Service".

6.2.3. Additional Residence Listings

Additional residence listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other person residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

6.3. Business Listings

6.3.1. General

a. Generally, business listings consist of a name, a designation, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contract of the service or the name under which a business is regularly conducted but may be that of a second part designated by the subscriber.

b. All listings of a subscriber's services which are located on the same premise must bear the same address, except in the case of outside stations of PBX, Centrex systems, or main station service when the address may be shown as the premises where the outside station is located.
6. DIRECTORY LISTINGS

6.3. Business Listings (Cont’d)

6.3.2. Business Designations

a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designations of title. Also, the title "Mrs." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

6.3.3. Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber show satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

6.4. Residence Listings

6.4.1. General

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a second party so designated by the subscriber.

6.4.2. Special Residence Designations

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may, for the purpose of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

6.5. Miscellaneous Listings

6.5.1. Foreign Listings

Listings in the alphabetical section of our directory will be furnished subscribers of other telephone companies at the rate of $5.75 per month, billed in advance for the expected usage period of the directory.
6. DIRECTORY LISTINGS

6.5. Miscellaneous Listings (Continued)

6.5.2. Reference Listings

Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their businesses and have the authority to continue the use of the old names; and in other cases when, in the judgment of the Company, they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings.

6.5.3. Indented Listings

Indented listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

6.5.4. Dual Listings

a. Subscribers whose names may be commonly spelled in more than one way, may arrange for additional listings of their names as alternately spelled at the regular rate for an additional listing.

b. Listings of alternate spelling are not allowed when, in the judgment of the Company, they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

6.5.5. Caption Listings

a. Listings may be indented under a caption or sub-caption when, in the judgment of the Company, the captions will facilitate the use of the service.

b. No charge is made for the captions.

c. The captions must be an essential part of the indented listings which follow. The listings indented under the captions should be names of departments, branches of the business, or titles of officials.

d. Listings of department and of variations of the same general line of business which, in the judgment of the Company, are not considered necessary or which are intended to advertise the extent of the subscriber's business are not permitted. Also, the names of individuals are not permitted in listings to be indented under captions.

6.5.6. Alternate Listings

a. Subscribers may obtain listings which refer calling parties to certain other telephone numbers after business hours and on Sundays and holidays, or in case no answer is received on the call for the preceding listed telephone number or numbers. Alternate listings are of two general types according to whether the listing indicates (a) that the alternate telephone number is to be called after business hours and on Sundays and on holidays in lieu of the preceding listed telephone number or numbers, or (b) that the alternate telephone number is to be called in the event no answer is received on the call for the preceding listed telephone number or numbers. Such listings are furnished at the regular rate for additional listings.
6. DIRECTORY LISTINGS

6.5. Miscellaneous Listings (Continued)

6.5.6. Alternate Listings (Continued)

b. Alternate listings which refer calling parties to other telephone numbers after business hours and on Sundays and holidays may indicate the telephone numbers of telephones of those entitled to use the service in connection with which the alternate listing is to be provided and who are agreeable to the use of their telephone numbers in such alternate listings, or they may indicate the numbers of telephones of members of the immediate family of the subscriber desiring the alternate listing. Names of individuals are not permitted in alternate listings of this type.

6.5.7. Temporary Listings

a. Residence subscribers, who leave their premises for periods of less than one year and who request the Company to render service to their tenants without a change in the subscriber's billing, may arrange for the listing of such tenants on "directory assistance" records only.

b. A charge for an additional listing applies with a minimum charge of $4.00 for any listing period. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges.

c. A temporary listing will not be furnished in the event the subscriber and the tenant occupy the premises at the same time.
6. DIRECTORY LISTINGS

6.5. Miscellaneous Listings (Cont’d)

6.5.8. Non-Listed and Non-Published Numbers

a. General

(1) A non-listed or unlisted telephone number is one for which no listing appears in the alphabetical section of the telephone directory but appears only on directory assistance records.

(2) A non-published or private telephone number is an arrangement whereby a subscriber’s primary listing is omitted from both the telephone directory and directory assistance records.

(3) Such an arrangement may be provided when, in the opinion of the Company, it will not be detrimental to the service in general.

(4) When a non-published or private telephone number is permitted, the subscriber agrees to save the Company harmless from any damages which might arise and absolves the Company from any responsibility for the failure of the subscriber to receive telephone calls because of the non-published or private listing.

(5) Utilization of Call Trace and Call Line Identifier

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

b. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Listed or Non-Published Number, per listing</td>
</tr>
</tbody>
</table>

(I)

b. Exceptions

The foregoing rate does not apply where a subscriber living in a hotel, apartment house, boarding house, or club is listed under the number of the PBX or semi-public service furnished the hotel, apartment house, boarding house, or club.

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

### 7.1. Customer Provided Public Telephone

#### a. General

Access line service for customer-provided public telephones (COCOTS) is an exchange line service provided at the request of a subscriber for telecommunications use by the general public. Beginning July 1, 1990, all COCOT owners will be required to register with the Authority, and receive an authorization number in accordance with Statutory Authority TCA 65-4-116 and TCA 65-2-102. This authorization number must be listed on all COCOTs. Service will not be provided to the COCOT owner without an authorization letter.

#### b. Rates and Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Access Line basic rate, each</td>
<td></td>
</tr>
<tr>
<td>(b) Optional Operator Screening is offered to prevent operator assisted calls</td>
<td>$0.00 per access line</td>
</tr>
<tr>
<td>from being billed to the line and provides central office blocking of 011+</td>
<td></td>
</tr>
<tr>
<td>calls direct distance dialed to numbers outside the North American</td>
<td></td>
</tr>
<tr>
<td>Numbering Plan. This feature is offered subject to the availability of</td>
<td></td>
</tr>
<tr>
<td>facilities</td>
<td></td>
</tr>
<tr>
<td>(c) Coin Supervision/Transmission-COPT optional Coin Supervision/Transmission</td>
<td>$3.15 per access line</td>
</tr>
<tr>
<td>provides dial tone first with inbound signaling capability from the central</td>
<td></td>
</tr>
<tr>
<td>office for pay telephones that do not have signaling capability within the</td>
<td></td>
</tr>
<tr>
<td>telephone. The signaling capability provides operators and/or operator</td>
<td></td>
</tr>
<tr>
<td>systems coin control where facilities and operating conditions exist.</td>
<td></td>
</tr>
<tr>
<td>(d) Validation may be performed through Originating-Line Screening (OLS)</td>
<td></td>
</tr>
<tr>
<td>OLS enables operator service providers to determine whether there are</td>
<td></td>
</tr>
<tr>
<td>billing restrictions on the exchange access line from which a call</td>
<td></td>
</tr>
<tr>
<td>originates. OLS service delivers codes on operator assisted calls to</td>
<td></td>
</tr>
<tr>
<td>identify calls originating from privately owned payphones, inmate</td>
<td></td>
</tr>
<tr>
<td>locations, and hotels/motels, etc. Rates for this service are found in the</td>
<td></td>
</tr>
<tr>
<td>appropriate interstate access tariff, when facilities and service are</td>
<td></td>
</tr>
<tr>
<td>available. The customer has the option to request Selective Class of Call</td>
<td></td>
</tr>
<tr>
<td>Screening and/or OLS.</td>
<td></td>
</tr>
</tbody>
</table>
7. COIN TELEPHONE SERVICE

7.1. Customer-Provided Public Telephone (Continued)

b. Rates and Charges (Continued)

(2) Service charges are applied on the same basis as for individual line business service covered in this Guidebook.

(3) At the request of the subscriber, Pushbutton Calling Service may be provided as covered in this Guidebook.

(4) The Maintenance of Service charge (a.k.a. Trouble Isolation Charge) is found in Section 4 of this Guidebook.

(5) Other rates and regulations in this Guidebook not discussed herein that pertain to Business Service apply.

(6) Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations as other business service. Listings are not available for outward coinless public telephone access lines.

Note: Fixed Rate Service will be converted to Usage Rate Service as it becomes available at no charge to the subscriber.
8. CIRCUIT RENTALS

8.1. Alarm Circuit

8.1.1. General

An alarm circuit is a two wire line or cable pair provided by the Telephone Company from the subscriber's premises to a different location (Police Station, subscriber's residence, etc.) within the Exchange Rate Area of the Telephone Company Exchange, over which the subscriber operates his own alarm equipment.

8.1.2. Rates and Charges

The following rates and charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Alarm Circuit, per cable pair loop*</td>
<td></td>
</tr>
<tr>
<td>(1) First Quarter Mile, or fraction thereof</td>
<td>$10.00</td>
</tr>
<tr>
<td>(2) Each Additional Quarter Mile, or fraction thereof</td>
<td>$1.00</td>
</tr>
<tr>
<td>b. Alarm Circuit, per cable pair, where cable pair does not go through the local exchange exchange central office</td>
<td></td>
</tr>
<tr>
<td>(1) First Quarter Mile, or fraction thereof</td>
<td>$10.00</td>
</tr>
<tr>
<td>(2) Each Additional Quarter Mile, or fraction thereof</td>
<td>$1.00</td>
</tr>
<tr>
<td>c. An installation, move or change charge of $35.00 per cable pair will apply.</td>
<td></td>
</tr>
</tbody>
</table>

8.1.3. Conditions

a. The subscriber will be required to furnish and maintain the circuit closing device and the wiring between this device.

b. The subscriber shall indemnify and hold harmless and thereby release the Telephone Company from any and all legal or other expenses, claims, costs, losses, suits or judgments from damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the subscriber of the facilities provided by the Telephone Company.

8.2. Miscellaneous Circuit Rental

8.2.1. Local Loop Rental - Miscellaneous, including Private Line Voice, Radio Loop, Teletype, TWX, Data, Metering or Control Channels.

a. General

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

(2) The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional quarter miles rates as full quarter miles, for each two point segment of distance.

* A loop is defined as a circuit pair going from the point of origin to the Central Office.
8. CIRCUIT RENTALS

8.2. Miscellaneous Circuit Rental

8.2.1. Local Loop Rental – Miscellaneous…(Continued)

b. Rates and Charges

The following rates and charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Per Cable Pair, Route Mileage</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10.00</td>
<td>(1) First Quarter Mile, or fraction thereof</td>
</tr>
<tr>
<td>1.00</td>
<td>(2) Each Additional Quarter Mile, or fraction thereof</td>
</tr>
<tr>
<td></td>
<td>(3) For each terminated segment where segments are permanently tied together, combined mileage will apply.</td>
</tr>
<tr>
<td></td>
<td>(4) An installation, move or change charge of $35.00 per cable pair will apply.</td>
</tr>
</tbody>
</table>

8.2.2. Local Loops for Foreign Exchange Not Covered Under Circuit Rental in 8.2.1. preceding.

a. General

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

(2) The mileage charges shown in b. following shall apply from the exchange boundary through the local central office to the subscriber's premises, with fractional quarter miles treated as full quarter miles.

b. Rates and Charges

The following rates and charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Per Cable Pair, Route Mileage</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10.00</td>
<td>(1) First Quarter Mile</td>
</tr>
<tr>
<td>1.00</td>
<td>(2) Each Additional Quarter Mile</td>
</tr>
<tr>
<td></td>
<td>(3) For each terminated segment where segments are permanently tied together, combined mileage will apply.</td>
</tr>
<tr>
<td></td>
<td>(4) An installation, move or change charge of $35.00 per cable pair will apply.</td>
</tr>
</tbody>
</table>
9. N11 ABBREVIATED DIALING CODES

See TRA Tariff No. 1.
10. PRIVATE BRANCH EXCHANGE SERVICE

10.1. General

The Company will provide one directory listing without additional charge for each trunk line. Additional directory listings will be provided in accordance with the regulations contained in Section 6.

10.2. Rates and Charges

10.2.1. Trunk Access Lines

- a. Trunk Access Lines will be charged for at the appropriate rates specified in SECTION 3.2.3. of this Guidebook.

- b. Internal Class of Service (digit restriction) is standard as an optional feature on most PABX systems. In the event toll restriction is required in addition to the above on central office trunks after the central office is accessed, the following monthly rates will apply:

  (1) Toll Restriction, per trunk $8.00

10.2.2. Installation

- a. Installation, rearranging, and change service connection charges for trunks are covered in Section 4. of this Guidebook.
11. CENTREX SERVICE

11.1. General

11.1.1. Centrex is a Central Office-based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.

11.1.2. Centrex is a local exchange telecommunications service provided from suitably equipped Telephone Company Central Offices with available outside plant.

11.1.3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

11.1.4. Network Access Registers (NARS) provide outgoing access to local exchange, long distance and private networks.

11.1.5. The number of simultaneous exchange and toll network calls to and from Centrex stations is limited by the number of Network Access Registers ordered by the customer.

11.1.6. All Centrex station lines will be equipped with the standard features as set forth in 11.2.2.a., and Touchtone Service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph 11.2.4.a.

11.1.7. A Centrex System may be comprised of the following rate components.

   a. Network Access Registers (NARS)
   b. Centrex Station Lines
   c. Features

11.2. Rates and Charges

11.2.1. Network Access Register

   Monthly Rate
   $43.00
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.2. Centrex Station Line Rates

a. The monthly rates for Centrex lines specified in paragraph 11.2.2.b. below include the following standard features:

   (1) Business Group Automatic Identified Outward Dialing
   (2) Call Forward Busy Line
   (3) Call Forward Don’t Answer
   (4) Call Forward Variable
   (5) Call Forwarding Incoming Only
   (6) Call Forwarding Within Group Only
   (7) Call Forwarding Distinctive Ringing
   (8) Call Hold
   (9) Call Park
   (0) Call Pickup
   (11) Call Transfer
   (12) Direct Inward Dialing
   (13) Direct Outward Dialing
   (14) Distinctive Alerting
   (15) DTMF Signaling
   (16) Fully-Restricted Line
   (17) Hunting
       (a) Regular Hunting
       (b) Circle Hunting
       (c) Preferential Hunting
       (d) Series Completion
   (18) Intercom Dialing
   (19) Message Waiting from the Message Desk
   (20) Semi-Restricted Line
   (21) Speed Call 8
   (22) Standard Dialing Plan
   (23) Three-Way Calling
   (24) Toll Restriction
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.2. Centrex Station Line Rates (Continued)

b. The following per-line business rates and charges apply for contract periods ranging
   from a month-to-month to 60 months. Residence rates are only offered on a per line
   monthly basis. The customer is required to pay for the number of months in the
   service period selected:

<table>
<thead>
<tr>
<th>Number of Lines</th>
<th>Monthly Rate</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-3</td>
<td>$17.00</td>
<td>$16.75</td>
<td>$16.50</td>
<td>$16.25</td>
<td>$16.00</td>
</tr>
<tr>
<td>4-6</td>
<td>$16.50</td>
<td>$16.25</td>
<td>$16.00</td>
<td>$15.75</td>
<td>$15.50</td>
</tr>
<tr>
<td>7-10</td>
<td>$16.00</td>
<td>$15.75</td>
<td>$15.50</td>
<td>$15.25</td>
<td>$15.00</td>
</tr>
<tr>
<td>11-20</td>
<td>$15.50</td>
<td>$15.25</td>
<td>$15.00</td>
<td>$14.75</td>
<td>$14.50</td>
</tr>
<tr>
<td>21-50</td>
<td>$15.00</td>
<td>$14.75</td>
<td>$14.50</td>
<td>$14.25</td>
<td>$14.00</td>
</tr>
</tbody>
</table>

Service Establishment Charges

<table>
<thead>
<tr>
<th>Service Establishment Charges</th>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per System</td>
<td>$50.00</td>
</tr>
<tr>
<td>Per Line</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

c. Centrex lines that terminate in key system common equipment or other CPE that
   performs pooling or switching functions must be provided in a "squared" arrangement
   in order to retain Centrex rates. A "squared" arrangement is one in which the number
   of Centrex lines equals the number of stations/lines served by the CPE common
   equipment and/or switching equipment. If the number of stations served by the CPE
   common equipment and/or switching equipment exceed the number of Centrex lines,
   the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates plus
   $6.00 per trunk for the additional Centrex functionality.

d. The above rates and Nonrecurring charges are in addition to the applicable service
   ordering charge as provided in Section 4 of this Guidebook.

11.2.3. End User Common Line Charge (EUCL)

The Federal Communications Commission (FCC) End User Common Line Charge (EUCL)
will be assessed based upon the total number of Centrex lines to which the customer
subscribes. This amount will be collected by the Telephone Company and forwarded to the
National Exchange Carrier Association (NECA)
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.4. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Rate Per Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting/Cancel Call Waiting</td>
<td>$0.50</td>
</tr>
<tr>
<td>Direct Connect Service</td>
<td></td>
</tr>
<tr>
<td>(a) Manual Line Service</td>
<td>$0.50</td>
</tr>
<tr>
<td>(b) Warm Line</td>
<td>$0.50</td>
</tr>
<tr>
<td>Directed Call Park</td>
<td>$0.50</td>
</tr>
<tr>
<td>Directed Call Pick-Up</td>
<td>$0.50</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>$0.50</td>
</tr>
<tr>
<td>Night Service</td>
<td>$0.50</td>
</tr>
<tr>
<td>Speed Calling 30</td>
<td>$0.50</td>
</tr>
<tr>
<td>Voice/Data Protection</td>
<td>$0.50</td>
</tr>
<tr>
<td>Wake Up Service</td>
<td>$0.50</td>
</tr>
</tbody>
</table>

Discounted Rate Per Feature

- Three to four features per line/station $0.40
- Five or more features per line/station $0.30

b. Additional and Changes to Individual Station Features

<table>
<thead>
<tr>
<th>Feature Additions/Changes</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Station</td>
<td>$8.00</td>
</tr>
</tbody>
</table>

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.5. Individual System Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Rate</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Meet-Me Conference 6</td>
<td>$30.00</td>
<td>$25.00</td>
<td>$20.00</td>
<td>$15.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>b. Station Controlled Conference 6</td>
<td>$30.00</td>
<td>$25.00</td>
<td>$20.00</td>
<td>$15.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>c. Meet-Me Conference 30</td>
<td>$60.00</td>
<td>$50.00</td>
<td>$40.00</td>
<td>$30.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>d. Station Controlled Conference 30</td>
<td>$60.00</td>
<td>$50.00</td>
<td>$40.00</td>
<td>$30.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>e. DISA</td>
<td>$12.00</td>
<td>$10.00</td>
<td>$9.50</td>
<td>$9.00</td>
<td>$8.50</td>
</tr>
<tr>
<td>f. SMDI</td>
<td>$125.00</td>
<td>$110.00</td>
<td>$105.00</td>
<td>$100.00</td>
<td>$90.00</td>
</tr>
<tr>
<td>g. Customer Data Change</td>
<td>$370.00</td>
<td>$320.00</td>
<td>$270.00</td>
<td>$220.00</td>
<td>$170.00</td>
</tr>
<tr>
<td>h. Customized Dialing Plan</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>i. Authorization Codes</td>
<td>$2.00</td>
<td>$2.00</td>
<td>$2.00</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>j. Trunk Answer Any Station</td>
<td>$1.55</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>k. Night Service</td>
<td>$1.55</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>l. Do Not Disturb Hospital</td>
<td>$50.00</td>
<td>$40.00</td>
<td>$30.00</td>
<td>$20.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>m. Network Speed Calling per 100 Number list</td>
<td>$30.00</td>
<td>$25.00</td>
<td>$20.00</td>
<td>$15.00</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

Nonrecurring Charge

- Meet-Me Conference 6: $50.00
- Station Controlled Conference 6: $50.00
- Meet-Me Conference 30: $50.00
- Station Controlled Conference 30: $50.00
- DISA: $60.00
- SMDI (Simplified Message Desk Interface): $170.00
- Customer Data Change: $200.00
- Customized Dialing Plan: $80.00
- Authorization Codes, per group of 20 codes: $60.00
- Trunk Answer Any Station: $50.00
- Night Service: $60.00
- Do Not Disturb Hospital: $50.00
- Network Speed Calling, per 100 Number list: $50.00

* Only available with business set Interface Feature Package.

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.5. Individual System Features (Continued)

n. Optional System Features and Feature Packages

(1) Automatic Route Selection - Basic Feature Packages

(a) This feature package is designated to enable more economical and efficient utilization of a customer's trunk facilities by providing the following features.

1) Automatic Route Selection
2) Call-Back Queuing
3) Call-Back Queuing Enhanced
4) Expensive Route Warning Tone
5) Off-Hook Queuing
6) Off-Hook Queuing Enhanced

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Route Selection</td>
<td>$30.00</td>
<td>$25.00</td>
<td>$20.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

Nonrecurring Charge $200.00

o. Individual Optional Automatic Route Selection (ARS) Features

These features are individual optional ARS features that build on ARS-Basic.

(1) Time-of-Day Routing
(2) Time-of-Day Network Class-of-Service (NCOS)
(3) International Direct Distance Dialing Via ARS

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of Day Routing</td>
<td>$10.00</td>
<td>$9.00</td>
<td>$8.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>Time of Day NCOS Routing</td>
<td>$10.00</td>
<td>$9.00</td>
<td>$8.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>International Direct Dialing Via ARS</td>
<td>$10.00</td>
<td>$9.00</td>
<td>$8.00</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

Nonrecurring Charge $100.00
$100.00
$100.00

11.2.6. Features Associated With Groups of Lines

a. Code Restriction Features

(1) Code Restriction $4.50 per month
(2) Outgoing Call Screening
   Per List $4.50 per month
   Per Line Using List $0.50 per month
   Changes to Toll/Code/Outgoing Call Screening Lists $12.00 nonrecurring

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.6. Features Associated With Groups of Lines (Continued)

b. Special Intercept Announcement
   - Standard Announcement: $24.00 per month
   - Customer Worded Announcement: $96.00 per month
   - Announcement Trunk: $24.00 per month
   - Changes to Customer Worded Announcement: $60.00 nonrecurring

c. Paging Access
   - Per Paging Circuit: $20.00 per month

d. Music on Hold Access
   - Per Connection: $20.00 per month

e. Additional Directory Number
   - Per Number: $5.00 per month

11.2.7. Enhanced Hunting Service

a. Uniformed Call Distribution (UCD)
   - Per UCD Group
     (1) Monthly Rate
     (2) Per Station

     | Rate  | 24 Months | 36 Months | 48 Months | 60 Months |
     |-------|-----------|-----------|-----------|-----------|
     | Per UCD Group | N/A | N/A | N/A | N/A | N/A |
     | Per Station    | $7.00 | $6.00 | $5.00 | $4.00 | $3.00 |

   - Nonrecurring Charges
     - Per UCD Group: $120.00

b. Changes to Hunting Group Arrangements/Patterns
   - Additional Lines/Change Hunting Order: $12.00

c. Hunt Group Options
   - Queuing for Hunt Group per group of 10 queue slots: $20.00 per month
   - Delay Announcements for Queued Calls
     - Standard Announcement: $24.00 per month
     - Customer Worded Announcement: $96.00 per month
     - Announcement Trunk: $24.00 per month
     - Changes to Customer Worded Announcement: $25.00 Nonrecurring
   - Stop Hunt/Make Busy Access Code Activation: $0.50 per month
   - Key/Switch Activation: $6.50 per month

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
### 11. CENTREX SERVICE

#### 11.2. Rates and Charges (Continued)

**11.2.8. Facility Termination Charges**

<table>
<thead>
<tr>
<th>Description</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Tie Line Termination Charges</td>
<td>$20.00</td>
</tr>
<tr>
<td>b. T1 Termination Charges, per channel</td>
<td>$20.00</td>
</tr>
<tr>
<td>c. OPX Termination Charges, per OPX</td>
<td>$20.00</td>
</tr>
<tr>
<td>d. FX Termination Charges, per FX</td>
<td>$20.00</td>
</tr>
<tr>
<td>e. Rearrangements and Changes to Simulated Facilities and Routing Patterns</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

**Nonrecurring Charge**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Tie Line Termination Charges</td>
<td>$10.00</td>
</tr>
<tr>
<td>b. T1 Termination Charges, per channel</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>c. OPX Termination Charges, per OPX</td>
<td>$10.00</td>
</tr>
<tr>
<td>d. FX Termination Charges, per FX</td>
<td>$10.00</td>
</tr>
<tr>
<td>e. Rearrangements and Changes to Simulated Facilities and Routing Patterns</td>
<td>$24.00</td>
</tr>
</tbody>
</table>

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.9. Business Set Feature Packages

This feature package, in conjunction with Electronic Business Sets (EBS), provides for single-key access to the following list of standard and advanced Centrex features:

a. Business Set Interface Package

(1) Auto Answer Back
(2) Automatic Dial
(3) Automatic Line
(4) Automatic Line and Multiple Appearance Directory Number
(5) Busy Override
(6) Call-Back Queuing
(7) Call Forward
(8) Call Park
(9) Call Park Recall Identification
(10) Call Pickup
(11) Call Waiting
(12) Call Waiting - Originating for Business Sets
(13) Dial Call Waiting for Business Sets
(14) Enhanced MADN Call Control
(15) Feature Code Access
(16) Group Intercom
(17) Group Intercom All Call
(18) Held Calls
(19) Individual Business Lines
(20) Individual Page from Group Intercom
(21) Intercom
(22) Last Number Redial Associated with Set
(23) Listen on Hold
(24) MADN and Conference Interaction
(25) MADN Cut-off on Discounts
(26) Make Set Busy
(27) make Set Busy Except Group Intercom
(28) Message Waiting from Message Desk
(29) Multiple Appearance Directory Number (MADN)
(30) On-Hook Dialing
(31) Originating/Terminating Line Select

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.9. Business Set Feature Packages (Continued)

a. Business Set Interface Package (Continued)

(32) Privacy Release Conference Control Repeated Alert for EBS
(33) Ring Again
(34) Ring Again on Idle EBS
(35) Short Hunt
(36) Six-Port Conference
(37) Speed Calling
(38) Three-Way Calling/Call Transfer

b. Business Set Display Feature Package

This feature package, in conjunction with Electronic Business Sets (EBS) with display, provides the following advanced Centrex Features:

(1) Automatic Inspect Mode
(2) Business Set Inspect Key
(3) Call Forward/Automatic Dial Display
(4) Call Forward Reason Display
(5) Display Called Number
(6) Display Calling Number
(7) Enhanced Business Set Reason Display
(8) Executive Message Waiting
(9) Feature Display
(10) Query Time Key

c. Business Set as a Mini Console Feature Package

This Feature Package, in conjunction with an Electronic Business Set (EBS) with display and optional add-on units, enables an EBS to function as a mini console with the following attendant features:

(1) Direct Station Selection
(2) Busy Lamp Field
(3) Station Camp-on
(4) Fast Transfer
(5) Electronic Business Set as a Message Center

d. Business Set Interactive Display

This feature package enables Electronic Business Sets customers to add, delete and change certain Centrex or EBS features.

(1) Instant Change Order
(2) Interactive Display Service Order
(3) MBS Power Feature - Name Programming
(4) Added Power Feature Enhancement

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.9. Business Set Feature Packages (Continued)

ea. Rates and Charges

The following per line business rates and charges apply for contract periods ranging from
month-to-month to 60 months.

<table>
<thead>
<tr>
<th>Business Set Feature Packages (FP)</th>
<th>Monthly</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Set FP</td>
<td>$2.50</td>
<td>$2.00</td>
<td>$1.75</td>
<td>$0.50</td>
<td>$1.25</td>
</tr>
<tr>
<td>Display Feature Pkg.</td>
<td>$0.75</td>
<td>$0.50</td>
<td>$0.40</td>
<td>$0.30</td>
<td>$0.20</td>
</tr>
<tr>
<td>Mini-Console FP</td>
<td>$7.00</td>
<td>$6.00</td>
<td>$5.50</td>
<td>$5.00</td>
<td>$4.50</td>
</tr>
<tr>
<td>Interactive Display</td>
<td>$20.00</td>
<td>$17.50</td>
<td>$15.00</td>
<td>$12.50</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

Nonrecurring Charges

- Business Set Feature Package: $10.00
- Business Set Display Feature Package: $10.00
- Business Set as a Mini Console Feature Package: $20.00
- Business Set Interactive Display Package: $30.00

11.2.10. Digital Automatic Call Distribution (ACD)

a. Digital ACD is an optional Centrex Feature, available through suitably equipped central offices,
which provides efficient handling of large volumes of incoming calls by distributing them evenly
among a designated group of answering positions or agents.

b. With ACD, a directory number (DN) is assigned to a group of answering positions rather than
to a single line. The ACD system then queues the positions so that the first incoming call to
the DN is presented to the agent who has been idle longest. If all agents are busy, later calls
are queued and answered in the order of arrival.

c. Digital ACD provides a full set of standard agent and supervisory features that work in
conjunction with Electronic Business Sets (EBS) and 2500-type sets. Optional features include
an ACD management Information System (MIS) feature package that provides the features
necessary to send an MIS data stream to a customer-premises processor. The ACD MIS
feature package combined with the customer-premises MIS processor enables the generation
of both near real-time displays and historical reports of agent and call center performance.

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services
listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.10. Digital Automatic Call Distribution (ACD)

d. ACD Comes with the following feature packages as standard for the system and all supervisor
   and agent positions.

   (1) Standard Feature Packages

   (a) Call Processing Control Feature Package

       This feature package provides ACD system features for the basic operation, call-
       distribution, and call-queuing capabilities that enable Centrex Lines with
       Electronic Business Sets (EBS) to act as ACD answering positions. The following
       features are included in this package.

       Abandoned-Call Clearing
       Agent Queue
       Attendant Console to ACD
       Secondary Directory-Number Key
       Automatic Overflow (30% standard queuing))
       Call-Delay Announcement
       Call-Source Identification
       Incoming-Call Queue
       Music on Delay
       Night Treatment
       Not-Ready Key
       Ring Threshold
       ACD Call Transfer with Time
       ACD Multistage Queue Status Refresh
       ACD Overflow of Enqueued Calls
       Call Forcing
       Forcing Announcement for New and Overflowed Calls
       Night-Service Recorded Announcement and Forward
       Overflow Enhancement
       Overflow of Enqueued Call to Directory Number

   (b) ACD Supervisor Position Feature Package

       This package provides supervisory positions, equipped with Electronic Business
       Sets, with the features and capabilities necessary to manage and supervise the
       performance of ACD agent positions and includes the following features:

       Call Monitoring
       Call Observing
       ACD Observe-Agent/Three-Way Calling
       Agent-Status Lamp
       Call-Agent Key
       Display Queue-Status Key
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.10. Digital Automatic Call Distribution (ACD) (Continued)

d. ACD comes with the following … (Continued)

(1) Standard Feature Packages (Continued)

(b) ACD Supervisor Position Feature Package (Continued)

Observe-Agent Key
Agent Key
Call-Supervisor and Answer-Agent Keys
Controlled Interflow
Display Agents Summary Key
Emergency Key Backup
Extended Agent Observe
Forced Agent Availability
Multistage Queue Status Display
Queue-Status Lamps
Supervisor Control of Night Service

(c) ACD Agent Position Feature Package

This package provides specific agent features and capabilities to enhance agent performance and interaction with the ACD call processing features and supervisory features and includes the following features:

Agent Login Enhancement
Incalls Key
Makes Set Busy
Three-Way Calling/Card Transfer to ACD
ACD Call-Forcing Tone
Optional "Not-Ready" Capability
Automatic "Not-Ready" Capability
Called Name/Number Display
Call Park by ACD Agent
Emergency and Answer-Emergency Keys
Emergency Key-Enhanced
Transfer to Incalls Key
Variable Wrap-Up Time

(d) Automatic Call Distribution for 2500-Type Sets

This feature package supports the use of 2500-type sets as ACD answering positions and includes the following features:

ACD on 2500 Sets
ACD on 2500 Set Feature Assignment
ACD Set Login/Logout
ACD 2500 Set Not-Ready
ACD Distinctive Ringing
ACD 2500 Set MIS/Load Management
Observe Agent from 2500 Set
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.10. Digital Automatic Call Distribution (ACD) (Continued)

d. ACD comes with the following … (Continued)

(2) Optional Features

(a) Individual Optional Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Monthly Rate</th>
<th>24 Months</th>
<th>36 Months</th>
<th>48 Months</th>
<th>60 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue Slots (in excess of 30%) per slot</td>
<td>$10.00</td>
<td>$10.00</td>
<td>$8.50</td>
<td>$7.00</td>
<td>$5.50</td>
</tr>
<tr>
<td>Call Delay Announcements (in excess of three), per announcement</td>
<td>$19.00</td>
<td>$19.00</td>
<td>$17.00</td>
<td>$15.00</td>
<td>$13.00</td>
</tr>
<tr>
<td>Access to Customer Premises Announcement, per connection</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>Queue Status Lamp, per connection</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>Music on Hold, per connection</td>
<td>$20.00</td>
<td>$15.00</td>
<td>$12.00</td>
<td>$9.00</td>
<td>$6.00</td>
</tr>
<tr>
<td>Additional MIS Interface, Data Link</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>ACD Line-of-Business Code Key</td>
<td>$34.00</td>
<td>$24.00</td>
<td>$21.00</td>
<td>$18.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>ACD Multiple Line-of-Business Codes</td>
<td>$36.00</td>
<td>$33.00</td>
<td>$30.00</td>
<td>$27.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>ACD Walkaway/Closed Key Operation</td>
<td>$34.00</td>
<td>$33.00</td>
<td>$30.00</td>
<td>$27.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>MIS or Call Hold, Call Transfer, Call Supervisor, and Forceout</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>ACD Remote Load Management</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>ACD MIS Interface, Data Link</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>ACD Management Information System Feature Package</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>Queue Slots (in excess of 30%) per slot</td>
<td>$10.00</td>
<td>$10.00</td>
<td>$8.50</td>
<td>$7.00</td>
<td>$5.50</td>
</tr>
<tr>
<td>ACD Walkaway/Closed Key Operation</td>
<td>$34.00</td>
<td>$24.00</td>
<td>$21.00</td>
<td>$18.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Access to Customer Premises Announcement, per connection</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>Queue Status Lamp, per connection</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$32.00</td>
<td>$28.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>Music on Hold, per connection</td>
<td>$20.00</td>
<td>$15.00</td>
<td>$12.00</td>
<td>$9.00</td>
<td>$6.00</td>
</tr>
<tr>
<td>Call Delay Announcements (in excess of three), per announcement</td>
<td>$19.00</td>
<td>$19.00</td>
<td>$17.00</td>
<td>$15.00</td>
<td>$13.00</td>
</tr>
</tbody>
</table>

(b) ACD management Information System Feature Package

This optional feature package provides the features necessary to send a Management Information System (MIS) data stream to a customer-premises processor and includes the following features:

<table>
<thead>
<tr>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD MIS Interface, Data Link</td>
</tr>
<tr>
<td>ACD Line-of-Business Code Key</td>
</tr>
<tr>
<td>ACD Multiple Line-of-Business Codes</td>
</tr>
<tr>
<td>ACD Walkaway/Closed Key Operation</td>
</tr>
<tr>
<td>MIS or Call Hold, Call Transfer, Call Supervisor, and Forceout</td>
</tr>
<tr>
<td>ACD Remote Load Management</td>
</tr>
</tbody>
</table>

(c) Rates and Charges

The following per line business rates and charges apply for contract periods ranging from month-to-month to 60 months.

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.2. Rates and Charges (Continued)

11.2.10. Digital Automatic Call Distribution (ACD) (Continued)

d. ACD comes with the following feature packages as standard for the system and all supervisor and agent positions. (Continued)

(2) Optional Features (Continued)

(c) Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Group Charge, Per Group</td>
</tr>
<tr>
<td>ACD Position, Per Position (Agent or Supervisor)</td>
</tr>
<tr>
<td>ACD management Information System Feature Package</td>
</tr>
<tr>
<td>Queue Slots (in excess of 30%), Per Slot</td>
</tr>
<tr>
<td>Call Delay Announcements (in excess of Three), Per Announcement</td>
</tr>
<tr>
<td>Access to Customer Premises Announcement, Per Connection</td>
</tr>
<tr>
<td>Queue Status Lamp, Per Connection</td>
</tr>
<tr>
<td>Additional MIS Interface, Data Link</td>
</tr>
<tr>
<td>Music-On-Hold</td>
</tr>
</tbody>
</table>

11.3. Regulations and Conditions

11.3.1. A Centrex Customer must have a minimum of two Centrex lines.

11.3.2. The minimum charge period for services provided under this Guidebook shall be for one month.

11.3.3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

11.3.4. One directory listing is provided without charge for each Centrex customer.

11.3.5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered a month-to-month basis.

11.3.6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

11.3.7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and rated as specified in paragraph 11.3.8. below. If the reduction causes the total number of line to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

Note: Service Ordering Charges as specified in SECTION 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.
11. CENTREX SERVICE

11.3. Regulations and Conditions

11.3.8. Termination Liabilities shall be treated as follows:

a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
   
   (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or

   (2) Pay termination charges as described in 11.3.8.a. above on the number of Centrex station lines disconnected.

11.3.9. Reduction/Waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, the following Nonrecurring service establishment charges may be reduced or waived during promotional campaigns.

a. Nonrecurring service establishment charges (per system and per line charges) as provided in paragraph 11.2.2.b.


11.3.10. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

11.3.11. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).

11.3.12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

11.3.13. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.

11.3.14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

11.3.15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in this Guidebook.
11. CENTREX SERVICE

11.3. Regulations and Conditions

11.3.8. Termination Liabilities shall be treated as follows:

   a. If the service is canceled by the customer after installation of the service, but prior to
      the completion of the service period, the customer shall be obligated to pay a
      termination liability charge. The charge is calculated by multiplying the monthly rate
      by the remaining months in the contract period times fifty percent.

   b. A customer who reduces the quantity of Centrex lines under contract has the following
      options for the duration of the contract period:

      (1) Continue to pay an amount equal to the monthly rate for the number of Centrex
          station lines that are disconnected under contract, or

      (2) Pay termination charges as described in 11.3.8.a. above on the number of
          Centrex station lines disconnected.

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At the Telephone Company's discretion, the following Nonrecurring service establishment
charges may be reduced or waived during promotional campaigns.

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rate or measured service (where offered).

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applies to collect and person-to-person calls, which may be refused at the answering station.

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provided by the customer.

11.3.15. Unless specifically exempted, Centrex service shall be subject to all general regulations
applicable to the provision of service by the Telephone Company as stated in this
Guidebook.
11. CENTREX SERVICE

11.4. Definitions

The following standard and optional features may be provided as a part of the Centrex service:

**Abandoned Call Clearing** - provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

**Access Code Activation** - allows Centrex station users to access and activate certain Centrex features by dialing an assigned access code.

**Access to Customer Premise Announcement, Per Connection** - allows a Centrex customer to connect a customer provided announcement system to the customer's Centrex group.

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

**ACD** - Automatic Call Distribution.

**ACD Call-Forcing Tone** - provides a warning tone either to the head-set or the handset, thereby alerting the agent to the arrival of an incoming call.

**ACD Call Transfer with Time** - enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the original group.

**ACD Directory Numbers** - any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

**ACD Distinctive Ringing** - enables agents to distinguish between ACD and non-ACD Calls.

**ACD Line-of-Business Code Key** - allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

**ACD MIS Interface, Data Link** - enables a downstream processor to use a data stream to collect ACD information from the DMS ACD node.

**ACD Multiple Line-of-Business Codes** - increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

**ACD Multistate Queue Status Refresh** - an option which enhances the existing Multistage Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

**ACD Observe-Agent/Three-Way Calling** - allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

**ACD Overflow of Enqueued Calls** - enhances the existing DMS ACD call-overflow capability by adding new timing thresholds for calls that are already enqueued.
11. CENTREX SERVICE

11.4. Definitions (Continued)

ACD Remote Load Management - allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the downstream processor.

ACD Set Login/Logout - allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

ACD Walkaway/Closed Key Operation - introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD on 2500 Sets - allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display dependent features.

ACD on 2500 Set Feature Assignment - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 Set Not-Ready - allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 Set MIS/Load Management - allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Added Power Feature Enhancement - this feature adds Call Pickup, Message Waiting, Power Feature Key Assignment, and Security Lock to the list of feature supported by Power Features.

Additional Directory Numbers - provides a Centrex customer with additional software derived directory numbers that are not central office line equipment.

Agent Key - permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent.

Agent Login Enhancement - provides two new options to ensure that only assigned agents are able to log into an Automatic Call Distribution (ACD) group:

a. Partitioning of agent login identification numbers between customer groups; and
b. Agent login password option.

Agent-Queue - ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call.

Agent Status Lamp - provides the status of agent positions to the supervisor of the group.

Announcement Trunk - a feature of Special Intercept Announcement.

Attendant Console to ACD - increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Authorization Codes - this feature is used to identify callers for billing purposes, to assign a Network Class of Service (NCOS), and to control network access.

Auto Answer Back (AAB) - allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected.

Automatic Dial (AUD) - allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key.

Automatic Inspect Mode - displays incoming call information as soon as a call is presented to an EBS with display.

Automatic Line (AUL) - a directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location.

Automatic Line and Multiple Appearance Directory Number - allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic line compatible with main features and options that do not require initial dial tone.

Automatic "Not-Ready" Capability - this feature automatically applies Not-Ready against the Incalls key when the agent presses the Secondary Directory Number key.

Automatic Overflow (30% standard queuing) - permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.

Automatic Route Selection (ARS) - this feature package is designed to enable more economical and efficient utilization of a customer's trunk facilities. With this feature, trunk route lists are automatically searched in order to locate the least idle outgoing trunk.

Business Group Automatic Identified Outward Dialing - provides identification of the calling line or the Centrex group billing/pilot number on billable calls directed to the public network.

Business Group Dialing Plan - enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

Business Set Inspect Key - provides EBS with display users with easy access to information about both the set's assigned features and incoming calls.

Business Set Interactive Display - feature package enables Electronic Business Set customer to add, delete and change certain Centrex or EBS features.

Business Set Power Feature Name Programming - this feature enables the user of an M5209 or M5312 Electronic Business Set with display to add, delete or change the network-specific name associated with their directory number, using either their own set, or a designated Power Feature administrator's set.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Busy Lamp Field - allows a Business Set user to monitor station status of a directory number (DN) through the use of Business Set Lamp states.

Busy Override - allows a Business Set user to gain access to a busy station by pressing the Busy Override Key. Busy Override is a set feature and applies to all DNs on the business set.

Call Agent Key - permits a supervisor to directly call an agent.

Call-Back Queuing - allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number.

Call Back Queuing, Enhanced - this feature provides enhancements to Call Back Queuing. It consists of two options, Call Back options One and Two.

Call Delay Announcement - provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company.

Call Forcing - provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected.

Call Forward - A subset feature that allows the user to specify at data fill time what DN Keys will be affected.

Call Forward/Automatic Dial Display - for Digital Centrex subscribers using a Business Set with display, this feature shows on the display the number currently programmed for the Call Forward or the Automatic Dial Features.

Forward Reason Display - is a feature that expands the utility of existing Call Forward features through a second-line display message for Business Sets. Also, a Business Set with display capability will indicate the reason a call has been forwarded from any other telephone.

Call Forwarding Busy Line - causes all calls to be redirected to an alternate station when the called station is busy.

Call Forwarding Distinctive Ringing - is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

Call Forward Don't Answer - allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

Call Forwarding Incoming Only - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

Call Forwarding Variable - enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Call Forwarding Within Group Only** - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

**Call Hold** - allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

**Call Monitoring** - allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamps always automatically reflect the agent's current status.

**Call Observing** - allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversations on the two directory numbers.

**Call Park** - enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.

**Call Park by ACD Agent** - allows ACD agents to park calls. The initial application for this feature is in the hospital environment.

**Call Park Recall Identification** - this feature enables a Electronic Business Set user to distinguish Call park and Directed Call Park recalls from other type of calls.

**Call Pick-Up** - permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

**Call Return** - this feature allows the user to recall the last incoming call without having to know the telephone number of the caller. If the number is busy, the customer hears a recorded message. The call processing continues, and when both lines are free, the customer hears a special ring.

**Call-Source Identification** - provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group.

**Call-Supervisor and Answer-Agent Keys** - allows communication and quick access between the supervisor and agents. The lamp on the answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent.

**Call Trace** - this feature enables the user to trace the last incoming call without requiring approval or intervention from the telephone company. When the trace is complete, the customer hears a recorded message saying that the call has been traced and to call the telephone company.

**Call Transfer** - allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

**Call Waiting** - provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Call Waiting - Originating for Business Sets - enhances Call Waiting Originating (CWO) by allowing the user to assign Call Waiting to a directory number of a business set.

Called Name/Number Display - provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call.

Caller ID - this feature allows viewing the number or name of a caller before answering the call. It requires either a display telephone or a small display unit which connects to the telephone.

Call ID, Plus - the feature allows viewing the number and name of a caller before answering the call. It requires either a display telephone or a small display unit which connects to the telephone.

Cancel Call Waiting - allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

Centrex ACS Feature Package - consists of Caller ID, Caller ID Plus, Call Return, Repeat Dial, and Call Trace.

Circle Hunting - allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Code Restriction - blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Controlled Interflow - allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACDRTE.

Customer Access Treatment Code Restriction - (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

Customer Data Change - a feature allowing users to change data for 500/2500 sets, Electronic Business Sets, and Datapath Data Units.

Customer Provided Music Source, per connection - allows a Centrex customer to connect a customer provided music system to the Centrex group.

Customer Worded Announcements - a feature of the Special Intercept Announcement.

Customized Dialing Plan - allows the user to design a custom dial plan.

Delay Announcements - can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Dial Call Waiting For Business Sets - allows the user to assign Call Waiting to a directory number of a business set.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Direct Connect Service** - allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

**Direct Inward Dialing** - allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

**Direct Inward System Access (DISA)** - this feature permits authorized outside callers to access network facilities by dialing directly into the DMS-100 without attendant assistance.

**Direct Outward Dialing** - enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

**Direct Station Selection (DSS)** - provides direct dialing to a monitored DN.

**Directed Call Park** - an enhancement to call park that allows a Centrex station to park a call against any Centrex station directory number call appearance.

**Direct Call Pick-Up** - enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

**DISA** - Direct Inward System Access.

**Display Agent Summary Key** - enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

**Display Called Number** - provides the user with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations (only if the Business Set is equipped with the optional 32 character alphanumeric LCD).

**Display Calling Number** - provides the Business Set user with visual feedback on the incoming calling number.

**Display Queue-Status Key** - permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups.

**Distinctive Alerting/Call Waiting Indication** - allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls with originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Do Not Disturb - allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

EBS Interactive Display - feature package enables Electronic Business Set customer to add, delete and change certain Centrex or EBS features.

EBS Power Feature Name Programming - this feature enables the user of an M5209 or M5312 Electronic Business Set with display to add, delete or change the network-specific name associated with their directory number, using either their own set, or a designated Power Feature administrator's set.

Electronic Business Set as a Message Center - provides full message-center functionality to smaller organizations that do not otherwise require an Attendant Console.

Emergency and Answer-Emergency Keys - enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call.

Emergency Key Backup - allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated.

Emergency Key -Enhanced - allows an ACD agent to add a supervisor and a recording device to a call simultaneously.

End-to-End Signaling (EBS) - End-to-End Signaling provides the ability to outpulse dual-tone multifrequency (DTMF) digits while active on a call. This is a basic feature on Electronic Business Sets.

End-to-End Signaling (System) - enables the station user, while in the talking state, to send DTMF digits by using the dial pad of a 2500 set.

Enhanced Business Set Reason Display - enhances Call Forward Reason Display to provide information on redirected calls, with a maximum 15 character length or reason message.

Enhanced MADN Call Control - this feature replace two previous features, Single-Bridged Arrangement (SBA) and Multiple-Bridged Arrangement (MBA). This feature provides the same capabilities as SBA and MBA, but they are now more easily customized for each MADN group through the use of a datafilled table.

Executive Message Waiting - a group of features (Message Service-Message List Editing, Message Service-Leave Message and Call Request Enhancement) that enhance message service for EBS with display users.

Expensive Route Warning Tone - this optional feature provides a warning tone to indicate the selection of an expensive route.

Extended Agent Observe - extends the supervisor's ability to observe calls presented on the Incalls key of any agent or supervisor in any DMS ACD group within the same customer group.

Extended Conference Feature Package - this feature package extends the basic 6 port meet-me-conference and the 6 port station controlled conference to up to 30 conferees. It requires additional conference bridges.

Fast Transfer - speeds up call handling for Business Set users by reducing the number of keystrokes needed to transfer a call and eliminating the need to first conference the call.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Feature Code Access - provides an alternate method of accessing features other than through the use of feature keys.

Feature Display - provides to the user of a Business Set equipped with the 32-character LCD visual feedback on specific user-entered data and incoming-call information during the use of other Digital Centrex features.

Forced Agent Availability - allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

Forced Announcement for New and Overflowed Calls - enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level.

A Fully-Restricted Line - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centex group.

Group Intercom All Calls - enables any Electronic Business Set user, who is a member of a Group Intercom group, to simultaneously page up to 29 predefined Electronic Business Set users of the same Group Intercom group.

Group Make Busy - can be used to temporarily make a group of stations or an entire multi-line Hunt Group appear busy to incoming callers. Group Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

Held Calls - allow a business set user to hold an established call on any DN on the set. The user can then originate or receive another call on any other idle DN.

Hunting - a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines.

Incalls Key - allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

Incoming-Call Queue - places incoming calls in queue when all agents are busy.

Individual Business Lines - allow the business set user to give one of the directory number (DN) keys on the set the appearance of a regular business line.

Individual Optional ARS Features - individual optional ARS features that build on ARS-Basic. These features are Time-of-Day Routing, Time-of-Day Network Class of Service Routing, and International Direct Distance Dialing Via ARS.

Individual Page from Group Intercom - this feature allows a Group Intercom member to page another group member using the built-in speaker on Electronic Business Set.

Instant Change Order - gives the Centrex subscribers the power to add, delete and change certain Centrex features on their own sets and the sets of others.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Interactive Display Service Order** - allows the operating company to add a Power Feature key to an Electronic Business Set via service order change.

**Intercom** - allows a customer to directly terminate on a predesignated set by pressing the intercom key on the Electronic Business Set.

**Intercom Dialing** - allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

**International Direct Distance Dialing via ARS** - allows Centrex customers to access International Direct Distance Dialing (IDDD) through Automatic Route Selection (ARS) for the fastest and most economical connections to their international operations.

**Key/Switch Activation** - a feature of Stop Hunt/Make Busy.

**Last Number Redial Associated with Set** - allows the Electronic Business Set user to continue to receive Group Intercom calls when the Make Set Busy feature is activated.

**Listen on Hold** - allows the business set user to place a called party on hold and listen through the speaker. The intended use of this feature is to enable the user who has been put on hold to listen through the speaker to determine when the call has been reestablished.

**Make Busy** - can be used to temporarily make a particular station in a Multi-line Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

**Make Set Busy** - is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers.

**Make Set Busy Except Group Intercom** - allows the Electronic Business Set user to continue to receive Group Intercom calls when the Make Set Busy feature is activated.

**Malicious-Call Hold** - allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call.

**Manual Line Service** - automatically places a call to the operator when the station user lifts the receiver off the switchhook.

**Meet-Me Conference 6** - allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks.

**Meet-Me Conference 30** - allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks.

**Multiple Appearance Directory Number (MADN)** - allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA).
11. CENTREX SERVICE

11.4. Definitions (Continued)

**MADN Bridging Three Way Call** - enables a Multiple Appearance Directory Number (MADN) Single Call Arrangement (SCA) with bridging options to establish a three-way call during a bridged state.

**(MADN) and Conference Interaction** - allow the following types of conference calls to be either answered or established by one party, placed on hold, and picked up by another party: Three-Way Calling, Station Controlled Conference, Attendant Conference, Preset Conference, Meet-Me Conference.

**MADN Cut-off on Disconnect** - introduces two options Multiple Appearance Directory Number Release (Mrel), which further enhances the operational flexibility of the (non-private) Multiple Appearance Directory Number (MADN) Single Call Arrangement (SCA) feature, and also aligns feature operation more closely with key system practice.

**Message Waiting from Message Desk** - provides a message-waiting lamp that indicates a message is waiting at the message center.

**MIS Interface, Data Link** - the data link from the Centrex ACD to the customers Management Information System (MIS).

**MIS for Call Hold, Transfer, Call Supervisor, and Forceout** - provides the ability to track a wider variety of calls to an ACD center. This feature also increases the ability to track Call Transfers.

**Multistage Queue Status Display** - increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required.

**Music on Delay** - connects incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position.

**Music on Hold Access** - allows selected stations to provide callers with Music on Hold.

**Network Speed Calling per 100 Number List** - allows a Centrex customer to define a Network Speed Calling list that is accessed by multiple system users by means of a dialed feature-access code.

**Night Service** - allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

**Night-Service Recorded Announcement and Forward** - allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location).

**Night Treatment** - provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

**Not-Ready Key** - used when an agent requires post-call work time to complete a transaction.

**Observe Agent from 2500 Set** - enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

**Observe-Agent Key** - permits the supervisor to establish a listening path into a conversation between an agent in that supervisor’s group and a caller.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Off Hook Queuing** - with this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set may wait off-hook for an idle trunk.


**Off-Premises Stations** - enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

**On-Hook Dialing** - allows the user to originate calls without lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, ring Again, and Automatic Dialing, and can be terminated by pressing the release key.

**Optional "Not Ready" Capability** - this feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

**OPX Termination Charge** - allows off-premises extensions to terminate into a Centrex group.

**Originating/Terminating Line Select** - The Programmable Prime-Line Select feature provides Electronic Business Set users a variety of line-selection options for originating and terminating calls.

**Outgoing Call Screening** - blocks the completion of calls to specific directory number (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

**Overflow Enhancement** - allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

**Overflow of Enqueued Call To Directory Number** - enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

**Paging Access** - allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer’s paging equipment.

**Paging Circuit** - a circuit that provides paging services to a Centrex group.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Preferential Hunting** - allows any station in a multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

**Privacy Release Conference Control Repeated Alert for EBS** - this feature enhances the Multiple Appearance Directory Number (MADN) feature by providing more flexibility for conferencing capabilities.

**Query Time Key** - provides the current time and date on a Business Set display.

**Queue Slots (in excess of 30%) per slot** - same definition as Queuing.

**Queueing** - may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

**Queue-Status Lamps** - enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

**Regular Hunting or Linear Hunting** - is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

**Repeated Alert for EBS (Electronic Business Sets)** - a data-filled line option that generates a series of up to seven warning tones on an active EBS, alerting the EBS user that another incoming call has terminated on the set, and that a caller is waiting.

**Repeat Dial** - allows the user to automatically call the last outgoing number dialed from that phone, without having to know the number or the redial number.

**Ring Again** - allows the business set user to monitor a busy DN and notify the user when the called station becomes free.

**Ring Again on Idle EBS** - this feature modifies the existing Ring Again Feature to prevent a EBS user from receiving callback while active on another call.

**Ring Threshold** - provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is not agent available.

**Secondary Directory-Number Key** - allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

**A Semi-Restricted Line** - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.
11. CENTREX SERVICE

11.4. Definitions (Continued)

**Series Completion** - is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

**Short Hunt** - allows incoming calls to hunt over a set or directory number appearances in search of an idle DN on which to terminate.

**Simplified Message Desk Interface (SMDI)** - can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.

**Single-Digit Dialing** - permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

**Six-Port Conference** - allows a business set with a Conference key assigned to establish a conference call of up to six parties. Any of the other parties an be external to the switch.

**Special Intercept Announcement** - may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.)

**Speed Calling** - allows a Business Set user to access up to three different Speed Call lists by pressing Speed Call keys or dialing access codes. The three types of Speed call lists used are Personal, Group and Network.

**Speed Calling 8-Code** - enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

**Speed Calling - 30 Code** - enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

**Standard Dialing Plan** - Gives the user a Standard Dial Plan.

**Station Camp-On** - enables the Business Set user-when transferring a call to a busy line to place the calling party on hold (i.e., camped on) against the busy party's line until the party is free.

**Station Controlled Conference** - allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

**Station Controlled Conference 6** - much like Meet Me Conference 6 except the conference call is controlled from the station or stations with the feature.

**Station controlled Conference 30** - much like Meet Me Conference 30 except the conference call is controlled from the station or stations with this feature.

**Stop Hunt** - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

**Stop Hunt/Make Busy** - allows the user to stop hunting on his/her line and makes the caller receive a busy signal.
11. CENTREX SERVICE

11.4. Definitions (Continued)

Supervisor Control of Night Service - can eliminate or minimize unanswered call left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatment.

Three-Way Calling - allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

Three-Way Calling/Call Transfer - allows the Business Set user, active on an incoming call, to include a third party in the call, and to then transfer the original call (when required) to the third party.

Three-Way Calling/Call Transfer to ACD - allows a DMS ACD agent to transfer calls to other ACD directory numbers in the same customer group.

Tie Line Termination Charge - allows for the termination of tie line facilities into a Centrex group.

T1 Termination Charges - allows for the termination of T1 facilities into a Centrex group.

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

Time of Day Network Class of Service Routing - allows normal class of service values to be mapped onto new values that are based on the time of day, the day of week or the day of year.

Toll Restriction - blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Transfer to Incalls Key - enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Truck Access Any Station - this feature is associated with Night Service and it allows any station in the customer group to answer an incoming call by dialing a code.

Uniform Call Distribution - is intended to distribute calls evenly among the stations in a Multiple Hunt Group.

Variable Wrap-Up Time - enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

Voice/Data Protection - allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

Warm Line - provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 or 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

Wake-Up Service - provides reminder call service for Centrex subscribers.
12. MISCELLANEOUS SERVICES

12.1 Touch Tone Calling Service

12.1. General

a. Touch Tone Calling Service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.

b. The service is furnished for use with all grades of central office access lines.

c. Touch tone and rotary dial instruments can both be used on a touch tone line.

d. Touch Tone Calling Service requires special central office equipment and will be provided only from central offices where facilities are available.

12.1.2 Monthly Rates

Monthly Rate

a. Business

(1) Individual Access Line (1-Party) $0.00
(2) Key Access Line 0.00 [$1]
(3) Trunk Access Line 0.00 [$1]
(4) Rotary Line Service 0.00 (R)
(5) Customer-Provided Public Telephone 0.00 [$1]

b. Residence

(1) Individual Access Line 0.00
(2) Key Access Line 0.00 (R)

12.1.3 Application of Rates

a. The touch tone charges are in addition to the regular monthly rates for the applicable types of service as provided elsewhere in this Guidebook.

b. Service Connection Charges are stated in Section 4, do not apply for the initial establishment of Touch Tone Calling Service.

c. Subsequent to the initial establishment of Touch Tone Calling Service, regular service connection, move and change charges apply for installations, additions and changes in the subscriber’s service.

[1] Touch Tone Calling Service rate appears as a single line item on customer invoices; the monthly rate of $3.50 is now reflected in the Key Access Line and Trunk Access Line rates in Section 3.2.1a. with no change in net billed amount.
12. MISCELLANEOUS SERVICES

12.2. Copy of Bill

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

A nonrecurring charge applies for each printed copy furnished.

<table>
<thead>
<tr>
<th></th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charge per copy</td>
<td>$4.00</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

12.3. Employee Telephone Service

12.3.1. General

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.
12. MISCELLANEOUS SERVICES

12.4. Concessions to Schools

12.4.1. School/Parent Systems

General

Access Line Discounts are provided to schools (grades K-12) and public libraries using auto
dialers/voice mail communication systems.

Regulations

a. Discounts will apply to lines installed for the sole purpose of school/parent communication
   systems.

b. Schools will only be permitted one credit per 100 students, or fraction thereof.

c. Only one credit will be issued per line.

d. Autodialers are to be used only to contact person providing written consent to the school or
   public library to be contacted or to contact parties authorized to act on behalf of persons
   providing written consent.

12.4.2. Concessions for In-Classroom Computer Access

General

Access line discounts are provided to schools and public libraries using telephone lines for in-
classroom use of computers and modems to access various information databases and shared
educational programs as well as accessing students in other classrooms for the purpose of sharing
information and learning experiences. A discount will also be provided for telephone lines used for
teacher workroom use of computer and modems to access various informational databases and to
share information and ideas with other teachers in an effort to enhance the educational experiences
of the students.

Regulations

a. This offering is available to full-time educational institutions, grades K through 12, colleges,
   universities, that are eligible for accreditation by the Southern Association of Colleges and
   Schools and public libraries.

b. The telephone lines described above shall not be used to replace existing administrative lines.

c. Directory listings will not be provided for these lines.

d. Nonrecurring charges shall be billed at residence rates.

e. All rules and regulations that appear in other sections of this Guidebook shall apply unless
   otherwise stated herein.
12. MISCELLANEOUS SERVICES

12.4. Concessions to Schools

12.4.3. Discounts

a. Discounts will apply to schools and to all public libraries with access lines used for School/Parent Communications Systems and for In-Classroom Computer Access as described in 12.4.1. and 12.4.2. above.

b. Discounts will apply as follows:

(1) For flat rate business lines, a credit equal to the business flat rate less the residential flat rate.

(2) For Key or PBX trunks, a credit equal to the Key or PBX Trunk less the residential flat rate.

(3) For schools measured business lines, a credit equal to the business measured rate less the residential measured rate.

(4) For Centrex service, a credit equal to the Network Access rate less the residential rate (flat rate).

12.5. Vacation Number Reservation

12.5.1. General

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

(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.

12.5.2. Application of Charges

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

12.6. Bridged Line

12.6.1. General

   a. Combination main station service will be provided to subscribers contracting for two or more
      access lines at separate locations and who wish to answer calls for any line at any station at
      any of the locations.

   b. Combination service is offered only in connection with business or residence individual lines
      and will be provided only where facilities are available and satisfactory transmission and
      signaling arrangements can be furnished.

   c. Such service may be employed where one access line is at a business location and the other
      at a residence or where both lines are at either business or residence locations. However, it is
      permitted only in connection with services contracted for and used by the same subscriber.

12.6.2. Equipment Arrangements

   a. Where semi-selective or nonselective code ringing is used, the lines are bridged so that the
      bell at each station will ring when either station is called, the particular station desired being
      identified by the code used in ringing.

   b. Where full selective ringing is used, extension bells of distinctive tone to identify the line being
      called are provided at any location and arranged so as to ring when another station is being
      signaled.

12.6.3. Application of Rates

   a. Each access line is charged for at the established individual line business or residence rate,
      depending on the character of use at each location. See SECTION 3 for access line rates.

   b. Nonrecurring charges are applicable for the service with which they are associated.
12. MISCELLANEOUS SERVICES

12.7. Private Line Telephone Service

12.7.1. General

a. Private Line Telephone Service is the provision of requisite facilities, including channels and station equipment having no connection with a central office, to enable a subscriber to communicate orally between specified locations. All facilities required for this service are furnished by the Company on a full period service basis only.

b. The service equipment and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any form of service rendered by the Company or its connecting companies.

c. The rates specified herein are applicable where facilities are available and when standard transmission can be obtained without the use of special equipment. If, for operating reasons, special equipment is required to render satisfactory service, such special equipment shall be charged for in addition to the applicable charges for standard equipment.

12.7.2. Rates and Charges

a. For the initial ½ mile of circuit or fraction thereof, airline measurement, per month $7.00

b. For each additional ¼ mile of circuit or fraction thereof, airline measurement, per month 1.75

c. Nonrecurring installation charge per station connected to a private line 10.80

d. The above charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

12.8. Subscriber Transfer Service

12.8.1. General

a. Subscriber Transfer Service is an arrangement to enable a subscriber to have calls incoming on one line transferred to second previously designated line at times when there is no one available to answer on the first line.

b. This service may be used only in connection with individual line business or residence service.

12.8.2. Rates and Charges

The following charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.50</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

Note: Installation charge also applies for changing from one line to another.
12. MISCELLANEOUS SERVICES

12.9. Special Services and Facilities

12.9.1. Special Services and Facilities, not ordinarily used in the furnishing of service and not otherwise mentioned in, or provided for or contemplated by the Guidebook and/or tariffs of the Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, provided such special service or facility does not interfere with the telephone service furnished by the Company.

12.9.2. In the event any such service or facility or the use made thereof interferes with, or the facilities used in furnishing such special service or facility are needed for the furnishing of telephone service by the Company, it may terminate such contract and cease to furnish such special service and facility after 30 days' written notice to the subscriber; and provided further that the Commission may terminate such contract wherever, in its opinion, public interest requires such termination.

12.10. Custom Calling Service

12.10.1. General

a. The following services are limited to those areas served by central offices arranged for Custom Calling Services, and are subject to the availability of facilities.

b. These services are available to individual line residence and business subscribers, dependent upon the serving central office, exclusive of Coin Telephone Service. Custom Calling Service is available on an individual feature basis or any combination thereof.

c. A subscriber may subscribe to any or all of the features and may have them installed on one or all of his lines. All Custom Calling Services are installed on a per line basis.

12.10.2. Definitions

a. Call Forwarding - this provides an arrangement for transferring incoming calls to another telephone number by dialing a code. Calls may be transferred to a long distance message telecommunications point, subject to the availability of the necessary facilities, and the subscriber subscribing to the Custom Calling Service will be responsible for all toll charges.

b. Call Forward No Answer - This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.

c. Call Forward Busy - This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.

d. Call Waiting - By means of a tone signal a subscriber who is using his telephone is alerted when another caller is trying to reach that number. The subscriber may alternately talk to either the first or second party through the use of hook switch flashes; or he may terminate the first call and receive the second call; or he can put the first call on hold so that the second call can be answered.
12. MISCELLANEOUS SERVICES

12.10. Custom Calling Service (Continued)

12.10.2. Definitions (Continued)

e. 3-Way Calling - This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. All three parties may be conference together if desired. This service contemplates that normal transmission performance quality cannot be guaranteed on all calls.

f. Speed Call - This provides for the calling of a telephone number by dialing an abbreviated code. The two arrangements available are an eight number capacity (Speed Call 8) and a thirty number capacity (Speed Call 30). Eight number speed calling lists are controlled by the station user, but the thirty number speed calling lists must be changed by the Company.

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

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

i. Distinctive Ring - Enables a customer to add up to three additional directory numbers to the same telephone line. With each of the numbers on the line having a coded ringing arrangement, whom the call is for can be determined.

j. Hot Line - The Hot Line feature simply requires the user to place the telephone in an off hook condition. The line is then automatically routed to a predetermined local or long distance telephone number. The Hot Line telephone is a non-dial instrument which restricts it to this application only.

k. Call Transfer - Allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer-to dialing number. All calls, originating or terminating, can be transferred.

l. Cancel Call Waiting - Permits the customer to cancel Call Waiting before or during one telephone call. Call Waiting will be restored when the customer hangs up. Cancel Call Waiting is included at no additional charge with Call Waiting.

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

12.10. Custom Calling Service (Continued)

12.10.2. Definitions (Continued)

n. Make Set Busy - Allows customers to make their telephone lines appear busy to all incoming calls.

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

p. Outbound Call Block 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 and Advanced Calling Services 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 1-Party Individual Access Line customers.

12.10.3. Rates and Charges

a. Single Feature - one custom calling feature per central office line equipped.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
</tr>
<tr>
<td>(1) Call Forwarding, per line</td>
<td>$2.50</td>
</tr>
<tr>
<td>(2) Call Forward No Answer, per line</td>
<td>1.50</td>
</tr>
<tr>
<td>(3) Call Forward Busy, per line</td>
<td>1.50</td>
</tr>
<tr>
<td>(4) Call Waiting, per line</td>
<td>3.25</td>
</tr>
<tr>
<td>(5) 3-Way Calling, per line</td>
<td>4.05</td>
</tr>
<tr>
<td>(6) Speed Call 8, per line</td>
<td>2.70</td>
</tr>
<tr>
<td>(7) Speed Call 30, per line</td>
<td>4.00</td>
</tr>
<tr>
<td>(8) Call Forward Remote Access</td>
<td>1.50</td>
</tr>
<tr>
<td>(9) Direct Line</td>
<td>2.50</td>
</tr>
<tr>
<td>(10) Distinctive Ring, per number</td>
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</tr>
<tr>
<td>(11) Hot Line</td>
<td>2.00</td>
</tr>
<tr>
<td>(12) Call Transfer, per line</td>
<td>5.50</td>
</tr>
<tr>
<td>(13) Cancel Call Waiting (Included with Call Waiting)</td>
<td>0.00</td>
</tr>
<tr>
<td>(14) Home Intercom, per line</td>
<td>3.50</td>
</tr>
<tr>
<td>(15) Make Set Busy, per line</td>
<td>2.00</td>
</tr>
<tr>
<td>(16) Wake Up Service, per line</td>
<td>3.50</td>
</tr>
<tr>
<td>(17) Outbound Call Block Feature</td>
<td>5.00</td>
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b. Usage-Sensitive Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Rates Per Use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
</tr>
<tr>
<td>(1) Usage Call Forward Remote Access</td>
<td>$1.25</td>
</tr>
<tr>
<td>(2) Usage Call Forwarding</td>
<td>1.25</td>
</tr>
<tr>
<td>(3) Usage 3-Way Calling</td>
<td>1.25</td>
</tr>
</tbody>
</table>

| Package (1)                          | $8.85  | $13.85 |
| Combination of four features on same line |        |        |
12. MISCELLANEOUS SERVICES

12.10. Custom Calling Service (Continued)

12.10.3. Rates and Charges (Continued)

d. A nonrecurring charge of $5.00 per service order will apply for each connection or change in Custom Calling Service or when a customer requests programming or changing the predesignated telephone number for Call Forward No Answer or Call Forward Busy. If the programming or change is done in connection with an additional customer request that requires a Service Ordering Charge, only one Service Ordering Charge applies.

e. The charges quoted herein are in addition to the regular monthly rates and service connection, move or change charges for the respective types of service as provided for elsewhere in this Guidebook.

c. A nonrecurring charge of $5.00 per service order will apply for each connection or change in Custom Calling Service.

d. The charges quoted herein are in addition to the regular monthly rates and service connection, move or change charges for the respective types of service as provided for elsewhere in this Guidebook.

12.10.4. Remote Call Forwarding (RCF) Service

a. General

(1) Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a RCF telephone number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). This service is only available where the call forwarding location is served by an electronic central office and is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office.

(2) One listing in the Directory covering the exchange in which the call forwarding number is located is provided without additional charge per Call Forwarding Service or group of such services.

(3) Remote Call Forwarding Service is provided on the condition that the customer subscribe to a sufficient number of Call Forwarding Service features and remote terminating facilities to adequately handle calls to the call forwarding customer without interfering with or impairing any services offered by the Company.

(4) Remote Call Forwarding Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues holding.

(1) An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.
12. MISCELLANEOUS SERVICES

12.10. Custom Calling Service (Continued)

12.10.4. Remote Call Forwarding (RCF) Service

a. General (Continued)

(5) The Company does not guarantee an always satisfactory level of transmission due to the bridging characteristics involved in this service. Remote Call Forwarding Service is not represented as suitable for satisfactory transmission of data. A Remote Call Forwarding Service is not represented as suitable for satisfactory transmission of data. A Remote Call Forwarding Service number is not to be used as a terminating station number to which calls are forwarded from another Remote Call Forwarding Service.

(6) The remote or terminating number to which calls are forwarded by a Remote Call Forwarding Service is not to be a coin telephone.

(7) A list of calls will be furnished the Remote Call Forwarding Service customer itemizing each toll call completed. The telephone number of the calling or originating station is not provided.

(8) A minimum contract of two months applies to each Remote Call Forwarding Service feature.

b. Rates and Charges

The following charges are for the Remote Call Forwarding feature only and are in addition to applicable changes for any service and equipment with which it is used. One-half of the monthly R-1 or B-1 rate will apply for the Central Office Line number Remote Call Forwarded.

(1) Remote Call Forwarding Service

(a) Per initial feature arranged and one access path for either interexchange, intraexchange, or local calling area, per service request.

<table>
<thead>
<tr>
<th></th>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) RES</td>
<td>$12.50</td>
<td>$2.75</td>
</tr>
<tr>
<td>2) BUS</td>
<td>$12.50</td>
<td>$4.95</td>
</tr>
</tbody>
</table>

(b) Per additional feature, on same service request.

<table>
<thead>
<tr>
<th></th>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) RES</td>
<td>--</td>
<td>$2.75</td>
</tr>
<tr>
<td>2) BUS</td>
<td>--</td>
<td>$4.95</td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.10. Custom Calling Service (Continued)

12.10.4. Remote Call Forwarding (RCF) Service (Continued)

b. Rates and Charges (Continued)

(1) Remote Call Forwarding Service (Continued)

(c) Per first additional feature on subsequent service request.

<table>
<thead>
<tr>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) RES</td>
<td>$12.50</td>
</tr>
<tr>
<td>2) BUS</td>
<td>$12.50</td>
</tr>
</tbody>
</table>

c. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

(1) a charge for that portion of the call from the originating station to the call forwarding location, and

(2) a charge for that portion of the call from the call forwarding location to the terminating station.

The respective charge for each such portion shall be as follows:

(1) Between the originating station and call forwarding location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this Guidebook for the type of call involved.

(2) Between the call forwarding location and the terminating station.

The Remote Call Forwarding customer is responsible for the applicable toll charges. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

d. Service Charges as shown in Section 4 of this Guidebook apply as follows:

(1) For the initial installation of Remote Call Forwarding Service, or a subsequent addition to an existing Remote Call Forwarding Service, apply the Service Ordering Charge - premises visit not required, per request.

(2) To change the number at the call forwarding location, or to revise the terminating location number at the call forwarding location, or to do both on the same order, apply the Service Ordering Charge - premises visit not required, per request, and the number change charge per number changed.
12. MISCELLANEOUS SERVICES

12.11. Rotary Line Service (a.k.a Hunting)

12.11.1. General

   a. Rotary Line Service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy the calling party will receive the busy signal.

   b. This service is furnished only when the rotary numbers are available and only in connection with business individual and key access lines. Rotary Line Service is not available for Residence service.

   c. See Section 6 for the regulations applicable to directory listings in connection with provision of main service on a rotary basis.

   d. Lines used as trunks to PBX, Centrex or other switching systems are not classed as rotary lines.

12.11.2. Rates

   a. The monthly rates for business lines and trunks arranged for hunting are specified in Section 3.2.1.

12.12. Special Billing Numbers

At the request of a subscriber, fictitious billing numbers may be assigned which are not associated with working telephone numbers. Generally, the purpose of assigning non-working numbers for billing purposes is to facilitate departmental or unit cost accounting procedures in large industrial, commercial or governmental concerns. The subscriber requesting fictitious billing numbers is subject to the terms and conditions for collection practices specified elsewhere in this Guidebook for each number assigned. This does not apply to rotary numbers.

Rate per month for special billing numbers, each $1.00

12.13. Individual Line Toll Restriction

12.13.1. General

   a. Individual Line Toll Restriction provides a means for stations to be restricted from placing outgoing toll calls.

   b. Provision of toll restriction on telephone service does not alleviate subscriber responsibility for calls which may be completed.

   c. This equipment is not provided for PBX trunks or lines. For toll restriction on PBX trunks, see Section 10.

12.13.2. Rates and Charges

The following charges are in addition to regular service connection, move and change charges, and monthly rates applicable for the service with which they are associated.

<table>
<thead>
<tr>
<th>Individual Line Toll Restrictor, per line equipped</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$8.75</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

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12. MISCELLANEOUS SERVICES


a. Automatic Exclusion is an arrangement which allows privacy of a conversation by excluding extension station from a line.

b. This arrangement is offered on all grades of service and is an individual station restriction. Upon lifting the receiver all stations equipped for automatic exclusion are excluded; dialing any digit or depressing the hookswitch momentarily at the controlling station will allow any excluded extension, off hook at that time, to connect into the line.

12.14.2. Rates and Charges

The following charges are in addition to regular service connection, move and change charges and monthly rates for the service with which they are associated.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Exclusion, per station</td>
<td>$9.25</td>
</tr>
</tbody>
</table>

12.15. Fixed Number Calling

12.15.1. General

a. Fixed Number Calling is limited to those area served by central offices equipped for the service and is subject to the availability of facilities.

b. This service is available to individual line residence and business subscribers, dependent upon the serving central office, exclusive of Coin Telephone Service, PBX and Centrex Service.

12.15.2. Definition

Fixed Number Calling provides for the automatic calling of a predetermined telephone number, selected by the subscriber, when the telephone handset is off hook for a specified number of seconds. The emergency number is programmed by the Company into the subscriber's line.

12.15.3. Rates and Charges

a. The following charges are in addition to regular service connection, move, and change charges and monthly rates applicable for the service with which they are associated.

b. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Number Calling, per central office line equipped</td>
</tr>
<tr>
<td>(1) Business</td>
</tr>
<tr>
<td>(2) Residence</td>
</tr>
</tbody>
</table>

c. A nonrecurring charge of $10.00 per service order will apply for each number programmed or changed for Fixed Number Calling service.
12. MISCELLANEOUS SERVICES

12.16. Remote Line Switch

12.16.1. General

Remote Line Switch service is limited to those areas serviced by central offices equipped for the service and is subject to the availability of facilities.

12.16.2. Definition

The Remote Line Switch (RLS) is a digital subsystem serving subscriber lines from a line switch frame located remotely from the common control and trunking portions of the switching system. The Remote Line Switch is designed to be used in three primary applications:

a. As a replacement for a central office where the office size is too small for a separate common control central office to be economically viable but where subscriber feature needs, cost of growth, or cost of maintenance dictate office replacement.

b. As a pair gain device where service growth cannot be met by existing plant facilities or by economical expansion of plant facilities.

c. As a means of distributing the switching system to serve new service requirements (pair-gain type application) or to serve subscribers outside the normal loop range of the host switching system, or for service growth beyond the economically viable capacity of the host office.

12.16.3. Rates and Charges

a. The following charges are in addition to regular service connection, move, and change charges and monthly rates applicable for the service with which they are associated.

b. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remoter Line Switch Access, each</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>$5.00</td>
</tr>
</tbody>
</table>

c. A nonrecurring charge of $10.00 per service order will apply for each Remote Line Switch access.
12. MISCELLANEOUS SERVICES

12.17. Direct-Inward Dialing (DID) Service

12.17.1. Rules and Regulations

a. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates.

b. Rates are in addition to the rates shown elsewhere in this Guidebook and/or Company Tariffs for the services and equipment with which this offering is associated.

c. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.

d. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.

e. Facilities and operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

f. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 6. of this Guidebook.

g. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.

h. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.

12.17.2. Rates and Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Group of 20 Working or Reserved DID Numbers *, each</td>
<td>$480.00</td>
<td>$ 3.40</td>
</tr>
<tr>
<td>b. DID Trunk Termination in Central Office, each</td>
<td>50.00</td>
<td>26.00</td>
</tr>
</tbody>
</table>

* The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.
12. MISCELLANEOUS SERVICES

12.18 Universal Emergency Number Service - E911

See TRA Tariff No. 1.

12.19 Selective 900, 976 & International Toll Restriction Services

12.19.1. General

a. Subscribers dialing restricted codes in the dialing plan will be sent to an appropriate recorded announcement.

b. Selective 900, 976, & International Toll Restriction Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.

c. Customers who apply for Selective 900, 976, and International Toll Restriction Service will be required to sign an agreement, provided by the Company that acknowledges the customer's understanding of the calling limitations imposed by the Service and the Company's limitation of liability as provided in this section.

d. The Company shall not be liable to any person for damages of any nature of kind arising out of, resulting from, or in connection with the provision of Selective 900, 976, and International Toll Restriction Services offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.

e. Selective 900, 976, and International Toll Restriction Services will be provided where Company Facilities are available.

12.19.2. Selective 900, 976 & International Toll Restriction Options:

Option Number One Restricts: 1 + 900 and 1 + 976 (1)

Option Number Two Restricts: International Calling

12.19.3. Rates and Charges

a. The following rates and charges are for Selective Toll Restriction Services only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

<table>
<thead>
<tr>
<th>Option Number One</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Business or Residence Line, each</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>(b) Key System or PBX Trunk, each</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option Number Two</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>--</td>
<td>--</td>
<td></td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services

12.20.1. General

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

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

12.20.2. Regulations and Conditions

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

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

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

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

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

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

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

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

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

12.20. Advanced Calling Services (Continued)

12.20.2 Regulations and Conditions (Continued)

j. Advanced Calling Service Features will not be available on party line service, toll terminals, trunks or some remote switching locations.

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

l. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in Section 2, Sheet No. 28 of this Guidebook.

m. No Service or network element will be provided to telephone solicitors that would block, on a per line basis, the display of the solicitor's name and telephone number on the residential customers Caller ID equipment.

12.20.3. Definitions

a. Busy Redial*66

(1) When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

(2) If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

b. Call Return*69

(1) This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

(2) If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

(3) The Call Return*69 feature cannot be activated when the most recent call was a blocked call or was from a blocked line.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

c. Caller ID

(1) Caller ID Number Only

(a) This feature enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE).

(b) When Caller ID Number Only is activated on a customer's line, the Directory Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.

(c) If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

(d) If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

(e) A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

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

1) The calling number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.

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

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

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

d. Caller ID (Name and Number)

(1) This Feature enables the customer to receive the calling party name and number on incoming calls. The calling party name and number will be delivered to the called party's Customer Premises Equipment (CPE).

(2) When Caller ID is activated on a customer's line, the Directory Name and Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.

(3) If the incoming call is from a caller served by a PBX, only the main name and number of the PBX is transmitted and available for display.

(4) If the incoming call originates from a multi-line hunt group, the telephone name and number transmitted will always be the main name and number of the hunt group.

(5) A directory name and number will not be displayed for operator assisted calls, calls marked private by the originator, or calls originating from coin and party line stations.

(6) An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:

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

(b) The calling party's name and number will not be displayed if the called party answers the incoming call during the first ring interval.

(c) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.

(7) Caller ID will be offered only in conjunction with Caller ID Number Only.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

e. Call Trace*57

(1) This feature enables the customer to initiate an automatic trace of the last call received.

(2) Upon activation by the customer, the network automatically sends a message to CenturyTel of Ooltewah-Collegedale, Inc. (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

(3) This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group. A traced call from a multi-line hunt group will result in the main billing number being recorded, rather than the directory number of the individual group member.

(4) If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace*57 will not record the correct number.

(5) Call Trace*57 provides the directory number of the last incoming call. If the malicious call is interrupted by a waited call prior to trace activation, the waited call directory number is considered the last incoming call and is traced.

(6) One-Time Forgiveness of Charges

(a) The Company shall offer a onetime forgiveness of charges associated with Call Trace*57 in the event the service is activated either unintentionally or inadvertently or by someone in the household without the authority to activate such service.

(b) The one-time forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning the traced call/calls.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

f. Per-Call Blocking

(1) This feature enables customer to prevent delivery of their name and telephone number on a per-call basis by activating the appropriate code prior to placing a call.

(2) Free Per-Call Blocking will be available, where technically feasible, to customers who are served from appropriately equipped central offices.

(3) Per-Call Blocking is not available with Public Telephone Service, Customer-Provided Public Telephone Service, or PBX service without direct trunk access.

(D)

Anonymous Call Reject *77

This feature permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to a rejection announcement and disconnected. The customer does not hear a ring for rejected calls. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.

h. Call Pickup

This feature enables a customer with multi-line business or residential services to answer the other line by dialing a Call Pickup access code and taking the call from a more convenient location.

i. Privacy Protector

Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

j. Call Waiting Disposition (DSCWID)
   (1) Call Waiting Disposition, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:
      (a) if the line is available, the call rings through as usual;
      (b) if the customer's telephone is on-hook, the incoming caller's name and/or directory number display(s);
      (c) if the customer is on a call, a second incoming call will not display name and/or directory number; the calling party hears an audible ring and the called party hears a call waiting tone signal.

   Also, the calling party's name and number will not display if:
      (d) the calling party answers the telephone during the first ring;
      (e) the calling party has blocked the call or has a blocked line.

   The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller ID.

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

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

m. Long Distance Alert
   (1) Provides a distinctive ring if the receiver is on-hook to identify that the incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off-hook and the customer also subscribes to Call Waiting.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.3. Definitions (Continued)

n. Selective Call Accept *64

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

o. Selective Call Forward *63

(1) Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward *63 list will forward. Selective Call Forward *63 is activated or deactivated by dialing appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

p. Selective Call Rejection *60

(1) Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. Selective Call Rejection *60 is activated or deactivated by dialing appropriate codes.

Standard Call completion will occur if a call originates from a central office that is not equipped for such features.

q. Subscriber Activated Blocking/PIN

(1) Permits the customer to block certain types of calls. When activated, all calls made from that line are screened. If a call is made to a restricted number, the caller is routed to a recorded message. The customer may enter a Person Identification Number (PIN) to override blocked status to continue the call. Subscriber Activated Blocking/PIN is activated or deactivated by dialing appropriate codes.

12.20.4. Rates and Charges

a. The rates and charges following are for Advanced Calling services only and are in addition to the applicable Service Connection charges, monthly rates, and Nonrecurring charges for access lines and other services or equipment with which they are associated.
12. MISCELLANEOUS SERVICES

12.20. Advanced Calling Services (Continued)

12.20.4. Rates and Charges (Continued)

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

c. A Service Order Charge is applicable when adding Advanced Calling Services as stated in

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advanced Calling Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anonymous Call Reject*77</td>
<td>$1.50</td>
<td>$1.50</td>
</tr>
<tr>
<td>Busy Redial*66</td>
<td>$2.50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>$3.50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Call Return*69</td>
<td>$2.50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Call Trace*57 (per activation)</td>
<td>$6.50</td>
<td>$6.50</td>
</tr>
<tr>
<td>(26.00 monthly cap)</td>
<td>($26.00 monthly cap)</td>
<td>($26.00 monthly cap)</td>
</tr>
<tr>
<td>Call Waiting Disposition (DSCWID)</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Call Waiting ID (SCWID)</td>
<td>$0.50</td>
<td>$0.50</td>
</tr>
<tr>
<td>Caller ID</td>
<td>$7.00</td>
<td>$8.00</td>
</tr>
<tr>
<td>Caller ID Number Only (1)</td>
<td>$4.50</td>
<td>$5.50</td>
</tr>
<tr>
<td>Long Distance Alert</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Selective Call Accept*64</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Selective Call Forward*63</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Selective Call Rejection*60</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Subscriber Activated Blocking/PIN</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>VIP Alert</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Privacy Protector</td>
<td>$2.95</td>
<td>$3.95</td>
</tr>
</tbody>
</table>

**Usage-Sensitive Features**

<table>
<thead>
<tr>
<th></th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage Busy Redial *66</td>
<td>$1.25</td>
<td>$1.25</td>
</tr>
<tr>
<td>*<em>Usage Call Return <em>69</em></em></td>
<td><strong>$1.25</strong></td>
<td><strong>$1.25</strong></td>
</tr>
</tbody>
</table>

12.20.5. Multiple Feature Discounts (2)

a. Residence customers will receive a multiple feature discount when subscribing to two or more features. (3)

<table>
<thead>
<tr>
<th>Monthly Discount</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Two features</td>
<td>$0.75</td>
</tr>
<tr>
<td>Three or more features</td>
<td>$1.25</td>
</tr>
</tbody>
</table>

(1) An open enrollment period will take place through November 27, 2003, after which this service will be grandfathered and not available to new customers.

(2) An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

(3) Multiple Feature Discounts do not apply to usage sensitive services.
12. MISCELLANEOUS SERVICES

12.21. Distance Learning Video Transport Service

CenturyTel of Ooltewah-Collegedale, Inc. concurs in the Distance Learning Video Transport Service rates, rules and regulations governing such communications as filed by AT&T Tennessee General Exchange Guidebook together with any amendments or successive issues thereof and makes itself a party to such rules and charges until this concurrence is revoked or canceled by either party. CenturyTel of Ooltewah-Collegedale, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of CenturyTel of Ooltewah-Collegedale, Inc.

12.22. Competitive Response Programs

a. Satisfaction Guarantee Program

Customers subscribing to Business Flat Rate Service One-Party, Key/Data Trunk, Centrex/PBX Trunks are eligible for this program. Customers must notify the Company within thirty days after installation of a qualifying service(s), that they are not satisfied and subsequently request disconnection of that service(s). The customer must submit a cancellation notice to the Company via a web-based on-line form within thirty days of the service installation and at least five days before the Company receives a disconnection request form the customer or the customer’s new service provider. (The Company will not reimburse the customer for any installation charges passed on by the new service provider.) This offer is not available to customers who cancel service and replace the service with another service provided by the Company, or to customers who required special construction for their installation. This program only applies to services provided under the Guidebook.

When customers respond to this offer, 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. Each customer is entitled to a one-time credit per service. Customers will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection. Reimbursement will be issued in the form of a bill credit or check.

The benefits awarded under this program may not be combined with the benefits of any other currently available program or promotion.
12. MISCELLANEOUS SERVICES

12.22. Competitive Response Programs (Continued)

b. $5/$10 Offers

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.

12.23. Switched Data Service

12.23.1. General

a. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 kbps digital transmission between the subscriber location and a suitably equipped end office via two wire subscriber loops. Switched Data Service provides a synchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and serving central office.

b. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.
12. MISCELLANEOUS SERVICES

12.23. Switched Data Service (Continued)

12.23.1. General (Continued)

c. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

12.23.2. Regulations

a. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.

b. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.

c. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.

d. Switched Data Service is not available for resale of service.

e. Switched Data Service is offered on a tone signaling basis only.

f. Vacation Service is not available for Switched Data Service.

g. The minimum billing period for Switched Data Service is one month.

h. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

12.23.3. Rates and Charges

a. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 4 of this Guidebook applies.

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Connection</td>
<td>$40.00</td>
</tr>
</tbody>
</table>

b. Monthly Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switched Data Line</td>
<td>$45.00</td>
</tr>
<tr>
<td>Local Usage, per minute</td>
<td>$0.024</td>
</tr>
</tbody>
</table>

c. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) **

12.24.1 General Description

a. Advanced Digital Service - PRI is a digital business service that provides access from a customer premises to Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

The channel may be a DS1 local or other suitable facility. The rates and charges for the channel, and multiplexing where applicable, are in addition to those for the Advanced Digital Service - PRI termination.

b. Advanced Digital Service - PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by two Advanced Digital Service - PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in C. following.

c. Advanced Digital Service PRI National ISDN Standard

PRI provides for the following ISDN Lines:

PRI Lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type serving Central Office switch.

12.24.2 Definitions

a. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.

b. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.

c. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued) **

12.24.3 Standard Features for Circuit Switched Data and Voice Services

a. Caller Number Identification - allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.

b. Call-By-Call - allows the circuit switched data and voice services enabled over the Advanced Digital Service-PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switched Data calls to utilize "B" channels on a call by call basis. Without this feature, each service type, circuit switched data or voice, must have a dedicated "B" channel.

c. Clear Channel Capability - is a characteristic of the transmission paths on the "B" channels for ADS-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.

d. "D" Channel Control of Multiple ADS-PRI Lines - provides the capability for a single "D" channel to provide the signaling and control information for several ADS-PRI's. This arrangement allows the twenty-fourth channel on one or more ADS-PRI's to be available for incoming or outgoing voice or circuit switched data.

e. Dedicated Trunk Groups - allow all 23 "B" channels (24 where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice or circuit switched data.

f. Direct Inward Dialing (DID) - permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ADS-PRI will outpulse digits to the customer premises equipment which can further process the calls as desired.

g. Equal Access - allows the customer to preselect an interexchange carrier for each trunk group enabled for circuit switched data and voice services.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued) **

12.24.4 Optional Features for Circuit Switched Data and Voice Services

a. Call-By-Call for FX - allows Foreign Exchange calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

b. Call-by-Call for Tie Lines - allows Tie Line call to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

c. "D" Channel Backup - provides for a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ADS-PRI's share a single "D" channel. A predetermined channel on another ADS-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.

d. Network Ring Again - enables station users whose Digital PBX is connected to a Central Office by ADS-PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different Central Office.

e. Network Name Display - allows the name of a station user calling over ADS-PRI to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different Central Office.

f. System Intercommunication Service - is an arrangement that allows the ADS-PRI "B" channel(s) to connect to a Centrex System or to another ADS-PRI that is located in the same Central Office. This optional feature is only available on per "B" Channel Circuit for Switched Data/Voice.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued) **

12.24.5 Regulations

a. Provision of Service

ADS-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.

The availability, functionality and capabilities of ADS-PRI features may vary by serving Central Office.

Except as specified in E. following for Government Entity, ADS-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

b. Advanced Digital Service Primary Rate Interface Specifications

All customer-provided equipment used to interface with ADS-PRI is required to conform with Technical Reference Specifications as used by the Company.

c. Payment for Service

(1) Monthly or Contract

ADS-PRI is offered under a monthly plan or a contractual basis commencing on the date service is established.

(2) Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-PRI.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued)

12.24.5 Regulations (Continued)

d. Cancellation of Service Prior to Establishment of Service

(1) In the event that ADS-PRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:

(a) If the customer elects a 12, 36, or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 12.23.7. Charges and Rates times the number of ADS-PRI lines initially in service, times the number of months in the unexpired portion of the applicable contract period.

(b) In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.

(2) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

e. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred Nonrecurring charges and monthly rates.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued) **

12.24.6 Application of Charges and Rates

a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Guidebook.

b. Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.

c. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use or Long Distance Telecommunications Service charges as specified elsewhere in this Guidebook.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.24. Advanced Digital Service Primary Rate Interface (PRI) (Continued) **

12.24.7. Charges and Rates

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Install Charge</th>
<th>Month 1</th>
<th>12-Month</th>
<th>36-Month</th>
<th>60-Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. ADS-PRI Access Line, each</td>
<td>$1,700.00</td>
<td>$528.00</td>
<td>$518.00</td>
<td>$508.00</td>
<td>$498.00</td>
</tr>
<tr>
<td>b. &quot;D&quot; Channel Backup, each</td>
<td>see 12.32.2.b.d. following for applicable rate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. System Intercommunication Service</td>
<td>150.00</td>
<td>35.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Intercommunication Service Per &quot;B&quot; Channel Switched Data/Voice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Call-By-Call for FX, each</td>
<td>75.00</td>
<td>25.00</td>
<td>20.00</td>
<td>17.50</td>
<td>15.00</td>
</tr>
<tr>
<td>e. Call-By-Call for Tie Lines, each</td>
<td>75.00</td>
<td>25.00</td>
<td>20.00</td>
<td>17.50</td>
<td>15.00</td>
</tr>
<tr>
<td>f. Network Ring Again</td>
<td>see 12.32.2.b.i. following for applicable rate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Ring Again Per ADS-PRI Equipped</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Network Name Display</td>
<td>300.00</td>
<td>75.00</td>
<td>65.00</td>
<td>55.00</td>
<td>45.00</td>
</tr>
<tr>
<td>Network Name Display Per ADS-PRI Equipped</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Additions, Deletions, Rearrangements and Changes of one or more trunks to existing trunk groups, Per Interface, Per Occasion, Per Trunk group</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Circuit Switched Data Local Usage, Per Minute</td>
<td>$0.03</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI)

12.25.1 General Description

a. Advanced Digital Service Basic Rate Interface is a Single Line Business Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.

b. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.

c. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

d. Advanced Digital Service BRI National ISDN Standards

BRI provides for the following ISDN Lines:

BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilized Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions

a. Circuit Switched Voice Service per "B" Channel

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

(1) Standard Circuit Switched Voice Service Features

(a) Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.

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

(c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.

(d) Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.

(e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

(f) Denied Origination - allows call terminations, but prevents the origination of a call.

(g) Denied Termination - allows call originations, but prevent the termination of a call.

(h) Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ADS station or an analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

(h) Hunting (Continued)

1) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in the hunt group.

2) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

3) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

(i) Multiple Call Appearances - provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

(j) Shared Call Appearance - provides the capability to terminate telephone numbers from one ADS station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

(k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

(2) Optional Circuit Switched Voice Features

(a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even through no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features

(b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.

c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

e) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

(f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 12 (Advanced Custom Calling Services) of this Guidebook.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

(g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

(h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.

(i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

Charges and rates for this optional feature are specified in 12 of this Guidebook.

(j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

(k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions (Continued)

   a. Circuit Switched Voice Service per "B" Channel (Continued)

   (2) Optional Circuit Switched Voice Features (Continued)

   (l) Speed Calling - permits the customer to establish a group of eight or thirty
       separate seven or ten digit telephone numbers which she/he may then call by
       keying abbreviated codes rather the complete telephone numbers. Charges and
       rates for this optional feature are specified in Section 12 of this Guidebook.

   b. Circuit Switched Data Service Per "B" Channel

   Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B"
   channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls will be
   usage sensitive based on minutes of use or Long Distance Message Telecommunications
   charges.

   (1) Standard Circuit Switched Data Service Features

   (a) Caller ID - provides for the display of the incoming telephone number on a
       Customer-provided device attached to the Customer's access line or on a
       telephone or answering machine equipped with a built-in display screen. Caller
       ID Service will forward the calling number from the appropriately equipped
       terminating Central Office to the Customer-provided display device. The
       Company will forward all telephone numbers subject to technical limitations.

   (b) Clear Channel Capability - is provided since all signaling and control functions
       are handled by the "D" Channel. This allows all 64 Kbps on each "B" Channel to
       be used for customer information over the ADS-BRI access line. Calls may be
       either 56 or 64 Kbps depending on the network capabilities in place between
       ADS-BRI access line and the distant end of the call.

   (c) Denied Origination - allows call terminations, but prevents the origination of the
       call.

   (d) Denied Termination - allows call origination, but prevents the termination of the
       call.

   (e) Hunt Group for Shared Data Access - provides the automatic search of a group
       of shared ports to find an available port in response to a connection request. The
       types of hunting are limited to Sequential, Multiline and Circular.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel (Continued)

(2) Optional Circuit Switched Data Service Features

(a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

(b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

(c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

(d) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 12 of this Guidebook.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits.

The standard and optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service (Basic Rate Interface (BRI) (Continued)

12.25.3. Regulations

a. Provision of Service

(1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

(2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.

(3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

b. Directory Listings

The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 6 of this Guidebook.

c. Transmission Specifications

An ADS-BRI line consists of non-loaded two-wire facility.

The standard transmissions parameters for an ADS-BRI line utilizing an ADS Basic Rate Interface (BRI) consists of:

A maximum of 42db loop loss at a 40 KHz test tone terminate into a 135 ohm impedance. The 42db loss includes all Central Office facilities, outside plant facilities and inside wiring.

d. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

(1) Monthly or Contract

ADS-BRI is offered under a monthly plan or on a contractual basis commencing on the date service is established.

(2) Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-BRI.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.3. Regulations (Continued)

f. Cancellation of Service Prior to Establishment of Service

(1) In the event that the ADS-BRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:

(a) If the customer elects a 12, 36 or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 12.24.5 times the number of months in the unexpired portion of the applicable contract period.

(b) In addition to the termination charge specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.

(2) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

12.25.4. Application of Charges and Rates

a. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.

b. Circuit Switched Data calls will be subject to usage sensitive based on minutes of use, Extended Community Calling Local Message charges or Long Distance Telecommunications Service charges as specified elsewhere in This Guidebook.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system.\(^{(1)}\)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Install Charge</th>
<th>Month to Month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Res. (2)</td>
<td>Bus.</td>
</tr>
<tr>
<td>a. Advanced Digital Service, Basic Rate Access Line</td>
<td>$50.00</td>
<td>$16.85 (^{(3)}) $32.00</td>
</tr>
<tr>
<td>b. Circuit Switched Voice Service, Per &quot;B&quot; Channel</td>
<td>15.00</td>
<td>11.20</td>
</tr>
<tr>
<td>c. Circuit Switched Data Service, Per &quot;B&quot; Channel</td>
<td>15.00</td>
<td>12.80</td>
</tr>
<tr>
<td>d. Alternate Circuit Switched Voice Service/ Circuit Switched Data Service, Per &quot;B&quot; Channel</td>
<td>15.00</td>
<td>13.80</td>
</tr>
<tr>
<td>e. Rearrangements Charges (Additions Deletions and Changes for: Circuit Switched Voice Service, Per Customer Request</td>
<td>(4)</td>
<td></td>
</tr>
<tr>
<td>Circuit Switched Data Service, Per Customer Request</td>
<td>(4)</td>
<td></td>
</tr>
</tbody>
</table>

\(^{(1)}\) Rates applicable to schools (grades K-12 and vocational) will be equal to the residence rate. Installation charges will not be applicable.

\(^{(2)}\) For residence service, Local Service Rate also applies.

\(^{(3)}\) The residence rate also includes services listed in 12.24.5.b. through 12.24.5.d.

\(^{(4)}\) Service Charges as in Section 4 of this Guidebook apply.
12. MISCELLANEOUS SERVICES

12.25. Advanced Digital Service Basic Rate Interface (BRI) (Continued)

12.25.5. Charges and Rates (Continued)

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system.\(^{(1)}\) (Continued)

<table>
<thead>
<tr>
<th>Optional Service Features</th>
<th>Install Charge</th>
<th>Month to Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Call Offering</td>
<td>$5.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>Additional Multiple Call Appearance, each</td>
<td>$5.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>Intercom Calling</td>
<td>$5.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>Message Waiting Indicator, each</td>
<td>$5.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Secondary Telephone Numbers, each</td>
<td>$5.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>Station Controlled Conference - 6 Port</td>
<td>$5.00</td>
<td>$4.50</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Rates applicable to schools (grades K-12 and vocational) will be equal to the residence rate. Installation charges will not be applicable.

\(^{(2)}\) For residence service, Local Service Rate also applies.
12. MISCELLANEOUS SERVICES


12.26.1. General Description

a. Advanced Digital Centrex lines provide access to Circuit Switched Voice Service and Circuit Switched Data. This arrangement utilizes an ADS-BRI basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

b. Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each Centrex Services ISDN Line.

12.26.2. ADC (National ISDN Standards)

a. Centrex Service provides for the following ISDN Lines:

(1) Advanced Digital Centrex lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. ADC lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

12.26.3. Advanced Digital Central Service Descriptions

a. Circuit Switched Voice Service

(1) Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

(2) In addition to the Standard Centrex Line Features, Circuit Switched Voice Service provides for the following standard features:

   Caller ID
   Caller ID Intercom
   Caller ID Intragroup

(3) The Standard Circuit Switched Voice Service Features are described below.

   (a) Caller ID - An arrangement that allows the caller's number, if not blocked, to be displayed on properly equipped customer-provided sets for incoming calls received from outside the system.
12. MISCELLANEOUS SERVICES


12.26.3. Advanced Digital Central Service Descriptions (Continued)

a. Circuit Switched Voice Service (Continued)

(3) The Standard Circuit Switched Voice Service Features are described below.

(Continued)

(b) Caller ID Intercom - An arrangement that displays the calling intercom number on a properly equipped customer-provided set.

(c) Caller ID Intragroup - An arrangement that displays the calling Centrex Service Line number on a properly equipped customer-provided set for calls within the system

b. Circuit Switched Data Service

(1) Circuit Switched Data Service provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Customer information can be transmitted up to 64 Kbps.

(2) Circuit Switched Data Service provides the following standard features:

- Calling Display on Intercom Calls
- Call Diverting
- Far End Disconnect Supervision
- Hunt Group for Shared Data Access
- Intercom Calling
- Speed Calling - Short

(3) The Standard Circuit Switched Data Service Features are described below:

(a) Calling Display on Intercom Calls - An arrangement that displays the calling intercom number on a properly equipped customer-provided set.

(b) Call Diverting - an arrangement that provides the capability to allow calls to be completed to:

- Intercom only (Fully-restricted)
- Intercom and local calls (Semi-restricted)
- Intercom, local calls and toll calls (unrestricted)
12. MISCELLANEOUS SERVICES


12.26.3. Advanced Digital Central Service Descriptions (Continued)

b. Circuit Switched Data Service (Continued)

(3) The Standard Circuit Switched Data Service Features are described below: (Continued)

(c) Far End Disconnect Supervision - An arrangement that automatically disconnects one end of a data connection when the other end of the data connection disconnects.

(d) Hunt Group for Shared Data Access - an arrangement that provides for an automatic search of a group of ports in order to find an available port to complete a call request.

(e) Intercom Calling - provides for the completion of calls between Circuit Switched Data station users within the same Centrex Service System.

(f) Speed Calling - Short - allows a station user to dial a preselected telephone number by dialing one or two digits.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service

(1) Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits.

(2) The Standard Circuit Switched Voice Service features are described in this Guidebook in 12.24.2.A.1.

Additional standard ISDN features for Circuit Switched Data Service/Circuit Switched Data Service are described in a. and b. preceding (Circuit Switched Voice Service and Circuit Switched Data Service Feature Descriptions).
12. MISCELLANEOUS SERVICES


12.26.4. Regulations


An ADC line consists of non-loaded two-wire facility. The standard transmission parameters for an ADC line utilizing an ADS Basic Rate Interface (BRI) consists of:

A maximum of 42 db loop loss at a 40 khz test tone terminate into a 135 ohm impedance. The 42 db loss includes all Central Office facilities, outside plant facilities and inside wiring.

b. Interface Specification for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADC Service is required to confirm with Technical Reference Specifications as used by the Company.

c. Usage Charges

(1) Circuit Switched Voice Calls

All Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.

(2) Circuit Switched Data Calls

Circuit Switched Data Calls will be subject to local usage sensitive charges based on minutes of use, Extended Community Calling Local Message Charges or Long Distance Telecommunications Service charges as specified elsewhere in this Guidebook.

d. Cancellation of Service

In the event of a customer initiated cancellation of equipment and facilities before completion, or after installation completed, but prior to service being established, the loss on equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses, will apply. In addition, Service Connection Charge(s) as specified in Section 4 of this Guidebook may also be applicable.
12. MISCELLANEOUS SERVICES


12.26.4. Regulations (Continued)

   e. Payment for Service

      (1) Monthly Contract

      Advanced Digital Centrex Service is offered under a monthly plan or on a contractual basis
      commencing on the date service is established.

   f. Temporary Suspension of Service

      Temporary Suspension of Service is not offered with Advanced Digital Centrex Service.

12.26.5. Advanced Digital Centrex Lines, Charges and Rates

ADC Lines, Charges and Rates include standard Centrex features on each main station line.

Call Transfer Individual - All Calls
Direct Inward Dialing
Direct Outward Dialing
Station-to-Station Dialing
Three-Way Calling
Touch Tone

The following package of standard feature capabilities may be activated for individual lines in the system:

Call Forwarding - Busy Line
Call Forwarding - Does Not Answer
Call Forwarding Variable
Call Hold
Call Waiting - Terminating
Group Intercom
Hunting
Permanent Hold
Ring Again
Speed Calling Short List
12. MISCELLANEOUS SERVICES

12.26. Advanced Digital Centrex (Continued)

12.26.6. Advanced Digital Centrex Services, Charges and Rates

ADC Services are described in 12.25. Advanced Digital Centrex.

ADC Services Optional Features are specified in 12.24.2.A.2. (Optional Line Features).

Standard Features listed in 12.25.5. do not apply.

The following ADC Services require an ADC access line in addition to the following charges as applicable. Refer to rates in Section 11.2. of this Guidebook for applicable Centrex Charges.

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Month to Month</th>
<th>ADC Access Line Charge x.60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Switched Voice Service, Per &quot;B&quot; Channel</td>
<td>$25.00</td>
<td>(Refer to rates in Section 11 of this Guidebook)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Month to Month</th>
<th>ADC Access Line Charge x.50, plus usage*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Switched Data Service, Per &quot;B&quot; Channel</td>
<td>$15.00</td>
<td>(Refer to rates in Section 11 of this Guidebook)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Month to Month</th>
<th>ADC Access Line Charge x.50, plus $1.00/month, plus usage*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate Circuit Switched Voice Service/ Circuit Switched Data Service, Per &quot;B&quot; Channel</td>
<td>$15.00</td>
<td>(Refer to rates in Section 11 of this Guidebook)</td>
</tr>
</tbody>
</table>

* Local Usage per minute of $.03 after 30 hours of data service.
12. MISCELLANEOUS SERVICES

12.26. Advanced Digital Centrex (Continued)

12.26.7. Advanced Digital Centrex Access Lines Distance Extension Service Charges and Rates

a. Description

An Advanced Digital Centrex Access Line may be provided to a customer's location served by the customer's normal serving Central Office but beyond the normal transmission parameters. In such cases, in addition to the appropriate charges and rates for an ADC Line, Distance Extension Service charges and rates are also applicable.

b. Transmission Parameters

ADC Access Lines - An ADC Access Line is provided on a single, two-wire non-loaded loop as specified in 12.25.4.A. When a customer requests service beyond the normal transmission parameters, the Distance Extension Service charges and rates are applicable as specified below.

12.26.8. Advanced Digital Centrex Services - Circuit Switched Data Service - Optional Features

a. The following optional features are available only with Circuit Switched Data Service:

Alternate Access - An arrangement that allows an alternate host to be designated to complete a call when the primary host is out of service.

Queuing - An arrangement that permits calls, in excess of lines in a hunt group, to be held in the Central Office and distributed in their order of arrival to lines in the hunt group as the lines become available.

b. The charges and rates shown below for the optional features for Circuit Switched Data Service are in addition to the charges and rates for services and equipment with which this service is associated:

<table>
<thead>
<tr>
<th></th>
<th>Nonrecurring Charge</th>
<th>Monthly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate Access, per feature</td>
<td>$10.00</td>
<td>$4.00</td>
</tr>
<tr>
<td>Queuing, per station</td>
<td>$5.00</td>
<td>$3.00</td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.27. High Capacity Service

12.27.1. General

a. High Capacity consists of Two-Point digital channels and equipment which provides for simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

(1) two customer premises

(2) a customer premises and the central office

12.27.2. Regulations

a. The regulations specified herein are in addition to the applicable regulations specified in this Guidebook and/or tariffs of this Company.

b. Termination charges

(1) When service is terminated by the customer, or by the telephone company for any reason for which it may terminate such service under the provisions of this Guidebook, prior to the expiration of the initial contact period, the following termination charges apply in addition to all charges due for the service which has been furnished.

(a) Contract Period of One Month

In the case of services for which the initial contract period is one month, the termination charges will be charges due for the unexpired portion of a twelve month period.

(b) Availability of Service

1) High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.

2) High Capacity Service is available on channels confined to the same building or continuous property on a cost incurred basis.

(c) Provision of Service

1) High Capacity Service is available only on a two-point basis.

2) Performance criteria

(a) High Capacity Service is designed to provide an average performance of at least 95% error-free seconds of transmission measured over a continuous 24 hour period.
12. MISCELLANEOUS SERVICES

12.27. High Capacity Service (Continued)

12.27.2. Regulations (Continued)

b. Termination charges (Continued)

(1) When service is terminated…(Continued)

(d) Customer Signal Parameters


c. Service Functions

(1) Channelization

(a) Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the channelization equipment located on his premises, the equipment must be provided by the customer.

(b) The Telephone Company will provide channelization equipment at the central office when the customer desires two-point premises to central office or central office to central office services.

(c) Telephone Company provided central offices channelization equipment provides service for up to 24 voice grade channels.

(2) Channel Plug-Ins

One channel plug-in is required for each channel termination in the channelization equipment.

d. Rates and Charges

The following rates and charges apply for High Capacity Service in addition to the rates and charges for any associated service(s).

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Channel Termination, Per Termination</td>
<td>$198.94</td>
<td>$232.00</td>
</tr>
<tr>
<td>(2) Channel Mileage Facility, Per Mile</td>
<td>25.10</td>
<td></td>
</tr>
<tr>
<td>(3) Optional Multiplexing, Per Arrangement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a) DS1 to Voice</td>
<td>212.35</td>
<td></td>
</tr>
<tr>
<td>(b) DS1 to DSO</td>
<td>268.60</td>
<td></td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.28. Dedicated Digital Data Service

12.28.1. General

a. Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a Telephone Company's serving wire center.

b. A Digital Data Channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides asynchronous service with time provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

12.28.2. Regulations

a. In addition to the following, appropriate regulations established in other non-regulated guidebooks and/or tariffs of the Company will apply to Dedicated Digital Data Service.

b. The minimum billing for Dedicated Digital Data Service is one month.

c. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.

d. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Services, render any customer premises equipment provided by a customer obsolete or require modification or alternation of such equipment or systems or otherwise affect its use or performance.

e. The company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.
### 12. MISCELLANEOUS SERVICES

#### 12.28. Dedicated Digital Data Service (Continued)

#### 12.28.3. Rates and Charges

<table>
<thead>
<tr>
<th>Nonrecurring Charges</th>
<th>Monthly Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Channel Termination*, per termination</td>
<td>$62.70</td>
</tr>
<tr>
<td>b. Channel Mileage Facility, per airline mile</td>
<td></td>
</tr>
<tr>
<td>(1) 2.4, 4.8, 9.6, 19.2 kbps</td>
<td>$2.42</td>
</tr>
<tr>
<td>(2) 56 kbps, 64 kbps</td>
<td>$4.83</td>
</tr>
<tr>
<td>c. Installation, per circuit</td>
<td>$221.00</td>
</tr>
<tr>
<td>d. Bridging</td>
<td>$7.85</td>
</tr>
</tbody>
</table>

* Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a let to the customer designated premises.
12. MISCELLANEOUS SERVICES

12.29. Digital Trunk Service (DTS) [DS1 behind PBX]

12.29.1. Service Description

a. Digital Trunk Service, referred to as “DTS”, provides a cost effective method of delivering voice grade service from the serving Central Office to a customer's premises.

b. DTS is provided with 1.544 Mbps and the 24 channels may be used for transport of trunks for termination on customer-provided equipment.

c. DTS supports Direct Inward Dialing (DID) Service and Local Exchange Business Trunks. Touchtone is a required feature of DTS.

12.29.2. Regulations

a. DTS is offered from Central Offices where the Company has arranged facilities for such service. DTS is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer-provided equipment. This arrangement supports trunk side features.

b. Additional charges for Central Office services and features, including, but not limited to Direct Inward Dialing (DID) Service, are applicable when appropriate and can be found elsewhere in this Guidebook.

c. All signals generated by customer-provided equipment must comply with the signal and format constraints contained within the Technical Reference specifications as used by the Company.

d. Availability and functionality of DTS may vary by serving Central Office and switch type.

e. Clear Channel Capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

12.29.3. Rates and Charges

a. The rates and charges for the services provisioned on the DTS channels are specified below.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTS Trunk</td>
</tr>
<tr>
<td>$952.00</td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.30. Schools, Libraries, and Health Care Programs

12.30.1. Schools and Libraries Discount Program

a. General

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

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

b. Application for Support

(1) E-Rate Program

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

(2) Other Funding Sources

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

12.30. Schools, Libraries, and Health Care Programs

12.30.1. Schools and Libraries Discount Program (E-Rate) (Continued)

c. Receipt of Support

   (1) E-Rate Program

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

   (2) Other Funding Sources

   The Customer will pay, in full, all invoices issued by the Company prior to the
   Company’s receipt of notification from the Funding Source acknowledging the
   Customer’s receipt of Service. Upon notification, the Company will apply
   discounts or reimburse the Customer for Service delivered corresponding to the
   Funding Source acknowledgement. These discounts or reimbursements will be
   retroactive to the date authorized by the Funding Source funding year. The
   Company may reimburse the Customer with a credit to the Customer’s account
   or with a check corresponding to the appropriate amount of Support based on
   Service received.

d. Failure to Obtain Support

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

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

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

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12. MISCELLANEOUS SERVICES

12.30. Schools, Libraries, and Health Care Programs (Continued)

12.30.2. Health Care Providers Support Program

a. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers, located in rural areas, reduced rates for Company intrastate services available in this Guidebook. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

b. Regulations

(1) To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

(2) Reduced rates are available only to the extent that they are funded by the Federal Universal Service Fund.

(3) Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal services support shall apply only to the portion of eligible services used by an eligible health care provider.
12. MISCELLANEOUS SERVICES

12.30. Schools, Libraries, and Health Care Programs (Continued)

12.30.2. Health Care Providers Support Program

b. Regulations (Continued)

(4) Responsibility of eligible health care providers:

(a) Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

(b) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

(c) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

(d) A health care provider that cannot obtain toll-free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

(e) Services cannot be sold; resold or transferred in consideration for money or any other thing of value.

(5) Responsibility of the Company:

(a) The Company shall offer the rates and charges as specified in paragraph C of this Guidebook, to eligible health care providers to the extent that facilities and services are available and offered in this Guidebook as specified in paragraph A preceding.

(b) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

(c) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate).
12. MISCELLANEOUS SERVICES

12.30. Schools, Libraries, and Health Care Programs (Continued)

12.30.2. Health Care Providers Support Program

c. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph 3, which shall be available to all eligible health care providers, regardless of location:

(1) A reduced rate for telecommunications service, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Tennessee with a population of at least 50,000.

(2) An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Tennessee with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

(3) Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs or price lists.
12. MISCELLANEOUS SERVICES

12.31 Telecommunications Service Priority (TSP) System

a. Description of the Service

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

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

b. Obtaining TSP System Service

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

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

TSPxxxxxn-yy

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

c. Provisioning Priority

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

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

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

12.31 Telecommunications Service Priority (TSP) System (Continued)

d. Restoration Priority

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

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

The minimum period for service is one month.

e. Obligations of the Customer

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

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

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

12.31 Telecommunications Service Priority (TSP) System (Continued)

e. Obligations of the Customer (Continued)

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

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

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


f. Obligations of the Telephone Company

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

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

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

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

12. MISCELLANEOUS SERVICES

12.31 Telecommunications Service Priority (TSP) System (Continued)

g. Rates and Charges

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

(1) Establishment of TSP System Service

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

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Access Line/Circuit</td>
</tr>
</tbody>
</table>

(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.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Access Line/Circuit</td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

MISCELLANEOUS EQUIPMENT AND SERVICE

12.32. Billed Number Screening (BNS)

a. Description

Billed Number Screening (BNS) prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

b. Terms and Conditions

(1) BNS is subject to the availability of facilities.

(2) The prevention of charges for collect and/or third number billed calls, including international calls, requires that the Carrier handling such calls access the Billing Validation Authority (BVA) database and therefore cannot be guaranteed. Therefore, charges resulting from any such completed will be the responsibility of the customer.

(3) BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XXX1+/10XXX01+, etc.).

c. Rates and Charges

(1) A Service Connection Charge as specified in Section 4 of this Guidebook is applicable per main billing number when BNS is installed or changed subsequent to the service with which it is associated or for any change in options. The Service Connection Charge is not applicable when BNS is terminated by the customer.

(2) BNS Options

<table>
<thead>
<tr>
<th></th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
<td>Business</td>
</tr>
<tr>
<td>(a)</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>(b)</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>(c)</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>
12. MISCELLANEOUS SERVICES

12.33 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service

a. Terms and Conditions

At LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service:

State: Tennessee
Entity: CenturyTel of Ooltewah-Collegedale, Inc.
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP.

b. Rates

The rates, charges and regulations for a 1.544 Mbps interoffice channel apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business service arrangement.

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge (Initial)</th>
<th>Nonrecurring Charge (Add’l*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month-to-month (6 mo. Min.)</td>
<td>$726.94</td>
<td>$650.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>One Year</td>
<td>716.94</td>
<td>450.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Two Years</td>
<td>716.94</td>
<td>250.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Three Years</td>
<td>706.94</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Five Years</td>
<td>696.94</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.
12. MISCELLANEOUS SERVICES

12.33 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service (Continued)

b. Rates (Continued)

<table>
<thead>
<tr>
<th>Optional Features</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) 2 B-Channel Transfer</td>
<td>$75.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>(b) Call-by-Call/Integrated Service Access Feature Capability</td>
<td>50.00</td>
<td>35.00</td>
</tr>
<tr>
<td>(c) Circular Hunt</td>
<td>25.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(d) D-Channel Backup</td>
<td>50.00</td>
<td>20.00</td>
</tr>
<tr>
<td>(e) E911 Call Screening</td>
<td>125.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(f) Incoming Call Identification</td>
<td>100.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(g) Main Number ID Capability</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(h) National ISDN-2 Protocol</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(i) Network Ring Again</td>
<td>160.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(j) Premium Package, which includes: National ISDN-2 Protocol</td>
<td>195.00</td>
<td>150.00</td>
</tr>
</tbody>
</table>

Certain equipment restrictions apply.
Available only to customers subscribing to more than one Primary Rate Interface.
Only available for customers subscribing to ISDN-PRI Two-way arrangement under a Term Discount Plan.
12. MISCELLANEOUS SERVICES

12.33 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service (Continued)

b. Rates (Continued)

(3) Nonrecurring Charges

(a) Service Change Charge

1) For termination change at the
   same premises, Physical,
   per ISDN-PRI Business Service arrangement $165.00

2) For termination change at the
   same premises, Programming,
   per ISDN-PRI Business Service arrangement 35.00

(b) Premises Visit Charge

per ISDN-PRI Business Service arrangement 125.00

(c) Move Charge

The Move Charge is equal to the sum of the Service Change Charge plus the Premises Visit Charge.
12. MISCELLANEOUS SERVICES

12.34 CALL LINE IDENTIFIER

A. Description

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

B. Rates and Charges

<table>
<thead>
<tr>
<th>Nonrecurring Charge, Per Line</th>
<th>30-Day Period</th>
<th>12-Month Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>$ 46.00</td>
<td>$ 108.00</td>
</tr>
<tr>
<td>Renewal, Each</td>
<td>20.00</td>
<td>41.00</td>
</tr>
</tbody>
</table>
13. AUXILIARY EQUIPMENT

13.1. Volume Control Equipment

13.1.1. General

Equipment to amplify speech is furnished for use by subscribers where hearing or speech is impaired or to assist in overcoming high room noise conditions.

13.1.2. Monthly Rates

The following monthly rates are in addition to the regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

   a. Special handsets, for use in place of standard telephone handsets, with a dial to raise incoming voice level, each $1.50
   b. Confidencer, to limit background noise, each $0.50
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.1. General

This Guidebook sets forth the conditions under which customer provided communications equipment, systems or wiring may be directly connected to the telephone network. Additional regulations, where applicable, may be found elsewhere in the various sections of this Company's Guidebook.

14.2. Requirements and Conditions

14.2.1. Customer provided communications equipment, systems or wiring may be used with the facilities furnished by the Company for telecommunications services as provided in this Guidebook. In all such cases the customer-provided equipment, systems or wiring will be constructed, maintained and operated as to work satisfactorily with the facilities of the Company. Subscribers may not connect, disconnect or remove any apparatus provided or installed by the Company, except upon the written consent of the Company.

14.2.2. Where telecommunications service is available under this Guidebook for use in connection with customer-provided equipment, systems or wiring, the operating characteristics of such equipment, systems or wiring shall be such as not to interfere with any of the services offered by the Company; such use if subject to the further provisions that the customer-provided equipment, systems or wiring does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment of other facilities of the Company; interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer provided equipment, systems or wiring, are causing or is likely to cause a hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of the Company charges, as specified elsewhere in this Guidebook, for visits by the Company to the customer's premises where a service difficulty or trouble results from customer-provided equipment, systems or wiring.

14.2.3. In the event customer-provided terminal equipment, systems or wiring causes harm, the Company will, when practicable, notify the customer that discontinuance of service may be required; however, where prior notice is not practicable, the Company will attempt to: (1) Promptly notify the customer of such temporary discontinuance, (2) afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance, and (3) inform the customer of his right to bring a complaint to the Federal Communications Commission.

14.2.4. Where the use of any customer provided terminal equipment, systems or wiring as specified in this Guidebook involves direct electrical connection to the facilities furnished by the Company, such connection shall be made through a connecting arrangement, at charges specified in this and other sections of this Guidebook, furnished, installed and maintained by the Company, except as provided below:

a. Customer provided protective circuitry or terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with exchange telecommunications service in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.2. Requirements and Conditions (Continued)

14.2.4. Where the use of any customer provided terminal equipment... (Continued)

   b. Direct electrical connection of customer owned equipment is not permitted on coin telephone service or party line service.

   c. The customer shall notify the Company of each line to which protective circuitry or terminal equipment is to be connected in advance of such connection and shall notify the Company when such protective circuitry or terminal equipment is permanently disconnected. The customer shall provide the Company the registration number, description, and ringer equivalence number for the protective circuitry or terminal equipment.

14.2.5. The Company shall not be responsible for the installation, operation, or maintenance of any customer-provided equipment, systems or wiring. Telecommunications service is not represented as adapted to the use of customer-provided equipment, systems or wiring. Where such are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. In particular the Company shall not be responsible for:

   a. The through transmission of signals generated by the customer-provided equipment, systems or wiring, the quality of, or defects in, such transmission.

   b. The reception of signals by customer-provided equipment, systems or wiring.

   c. The failure of systems functions where customer-provided equipment exists.

   d. Changes in the Company’s communications facilities, equipment or procedures which render customer-provided equipment, systems or wiring obsolete or inoperable.

   e. Any loss, damage or impairment of service arising from, or in connection with, the use of facilities of customer and not caused solely by the negligence of the Company.

14.2.6. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.2. Requirements and Conditions (Continued)

14.2.7. Where any customer-provided equipment, systems or wiring are used with the telecommunication service in violation of any of the provisions in this Guidebook, the Company will take such immediate action as necessary for the protection of its network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment, systems or wiring, or correct the violation and shall confirm in writing to the Company within five days, following the receipt of written notice from the Company, that such has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Guidebook.

14.2.8. Customer-provided equipment, systems or wiring which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected through connecting equipment furnished by the Company, with facilities of the Company for telecommunications service.

14.2.9. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, except as provided in this Guidebook. In case unauthorized attachments or connections are made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service. Except as otherwise provided in this Guidebook, nothing herein shall be construed to permit the use of a recording device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

14.3. Network Protection Criteria

To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the signal from the customer-provided equipment must comply with the Company's standards.

14.4. Customer-Provided Terminal Equipment

14.4.1. All equipment, systems or wiring connected to Company facilities must comply with all rules prescribed in this Guidebook and conform to specifications for connection via a standard jack only. The Company, at its option, may place testing and isolation devices between its equipment and that provided by the customer.

14.4.2. Equipment eligible to be approved for connection is expected to vary from time to time and no attempt is made by this Guidebook to identify each item.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.5. Rates and Charges

14.5.1. Recorder Connector

In compliance with Federal Communications Commission Public Notice 60591, in the matter of the use of recording device in connection with telephone service of customer owned voice recording equipment with the facilities of the Company shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recorder equipment is in use. The customer may obtain from the Company a recorder connector. This connector will remain the property of and be maintained by the Company.

| Installation Charge | $25.00 |
| Monthly Rate        | 8.50   |

14.5.2. Couplers for Customer Owned Answering Equipment

a. Should a customer elect to purchase his own answering device, he may wish to obtain from the Company an interconnect device or coupler. This device or coupler will remain the property of and be maintained by the Company.

b. Couplers

There are many different couplers available for this type of service. After a careful description of the required characteristics a proper coupler shall be connected. In most cases, the Company’s customer should obtain from his manufacturer or supplier the proper coupler required for his functions.

(1) Installation Charge:

In addition to any service connection charge applicable, an installation charge is required

| Installation Charge | $25.00 |

(2) Monthly Charge:

<table>
<thead>
<tr>
<th>Coupler Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm Coupler</td>
<td>$8.50</td>
</tr>
<tr>
<td>Voice Coupler</td>
<td>3.00</td>
</tr>
<tr>
<td>Trunk Coupler</td>
<td>13.00</td>
</tr>
</tbody>
</table>

(3) Termination Charge:

(a) A termination charge may apply to all couplers installed because reuse to another application is difficult most times unless extensively modified.

(b) Couplers installed continuously for a period of five consecutive years shall not be subject to a termination charge.

14.5.3. Customer-Provided Single Line Non-Key Sets or Ancillary Devices

Generally this provides the interconnection to the network of a proper ancillary device provided by the customer through a Key ABX. Such a unit should not be affected by a +150 volt DC potential applied across the tip and ring by the Company for isolation of the unit.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.5. Rates and Charges (Continued)

14.5.3. Customer-Provided Single Line Non-Key Sets or Ancillary Devices (Continued)

A standard connector configured on a miniature 6 position jack as follows: single line bridged tip, ring, A and A1 leads behind the line circuit of the Key ABX. Conductors 1 and 6 are reserved for Company use only.

<table>
<thead>
<tr>
<th>Maintenance Charge</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>As specified in other applicable sections of this Guidebook</td>
<td>$4.00</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

14.5.4. Customer-Provided Alarm Dialers

Generally, this unit uses a customer-provided triggering system to activate a preset dialer and recorder into the telecommunications network. Such unit should not be affected by a +150 volt DC potential applied across the tip and ring by the Company for isolation of the unit.

A standard connector configured on a miniature 8 position jack as follows: series tip and ring ahead of all station apparatus with conductors 2, 3, 6 and 7 reserved for Company use only.

<table>
<thead>
<tr>
<th>Maintenance Charge</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>As specified in other applicable sections of this Guidebook</td>
<td>$6.50</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

14.5.5. Customer-Provided Data Transmitting and/or Receiving Terminal Equipment

Customer-Provided data transmitting and/or receiving terminal equipment, (including telephotograph equipment), which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities for telecommunications service either through a data set, or a data access arrangement, provided by the Company as described below in a and b respectively.

a. Data Set

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Company the data set shall perform the functions of:

1. Network control signaling.
2. Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities.
3. Conditioning signals transmitted by means of Company facilities to data signals for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Company, at the option of the customer.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.5. Rates and Charges

14.5.5. Customer-Provided Data Transmitting and/or Receiving Terminal Equipment (Continued)

b. Data Access Arrangement

(1) Network Protection Criteria

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

(a) The customer shall furnish the equipment which performs the functions of data signal conditioning referred to under 14.5.5a.(2) and 14.5.5a.(3) preceding.

(b) The Company shall furnish the data access arrangement which provides a protective connecting arrangement for use with the network control signaling unit.

(c) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the minimum network protection criteria.

(2) Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rates</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Access Arrangement for connection of customer-provided data transmitting and/or receiving equipment.</td>
<td></td>
</tr>
<tr>
<td>(a) Basic arrangement for manual operation (including control key)</td>
<td>$6.50</td>
</tr>
<tr>
<td>(b) Automatic data access coupler (with or without power supply)</td>
<td>$8.50</td>
</tr>
</tbody>
</table>
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.6. Customer Premises Inside Wire


a. Customer premises inside wire and standard jacks associated with residence and business individual line basic exchange services, as defined in Section 4 and 13 of this Guidebook, may be provided by the customer. Customer premises inside wire associated with Semipublic Coin Telephone Service may not be provided by the customer.

b. Customer premises inside wire is defined as that wire, including connectors, blocks, and jacks, with a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.

c. Customer premises inside wire provided by the customer may be connected to residence and business individual line basic exchange service furnished by the Company at the standard network interface.

d. The standard network interface for the connection of customer premises inside wire consists of a miniature modular standard jack and is provided as part of the exchange access line. The normal location of the standard network interface would be in close proximity to the protector or equivalent where the Company facilities enter the customer's premises, wherever practicable.

14.6.2. Responsibility of the Customer

a. Where the customer elects to provide or maintain the inside wire and standard jacks, the installation must be in accordance with the technical standards.

b. In the event that the customer provides, maintains, or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or the customer’s agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer’s wire provision or maintenance activity.

14.6.3. Responsibility of the Company

a. The Company will make the technical standards and installation guidelines for customer provision of inside wire available to customers at Company designated locations.

14.6.4. Violation of Regulations

a. Where customer-provided or maintained inside wire is in violation of this paragraph, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
14. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

14.6. Customer Premises Inside Wire (Continued)

14.6.4. Violation of Regulations (Continued)

b. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.

c. Failure of the customer to discontinue such use or to correct the violation will result in the suspension or disconnection of the customer's service until such time as the customer complies with the provisions of this Guidebook.

14.7. High Resistance Equipment

14.7.1. General

If a customer's line requires line treatment where it would not normally be required, due to his purchase of equipment that has higher resistance or transmission characteristics which exceed generally accepted standards, the customer will be required to bear the cost of the required line treatment apparatus.

14.7.2. Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voice Frequency Repeater, Long Line Adapter, etc.</strong> $6.50</td>
</tr>
</tbody>
</table>
15. PACKAGED SERVICES

15.1 Simple Choice One And Simple Choice Two

15.1.1. Description

Simple Choice One and Simple Choice Two are packages of features available to both residential and business customers. Simple Choice One includes the features specified following and a flat rate access line. Simple Choice Two includes two flat rate access lines. Customers subscribing to Simple Choice One and Simple Choice Two are entitled to unlimited use of the service/features specified.

15.1.2. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Forward Remote Access
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Caller ID
- Caller ID Number Only
- Distinctive Ring
- Long Distance Alert
- Message Waiting Indicator
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Home Intercom

(1) Effective October 12, 2010, Simple Choice One and Simple Choice Two are not available to new customers and are limited to lines in service for existing customers.

(2) An open enrollment period will take place through November 27, 2003, after which this service grandfathered and not available to new customers.
15. PACKAGED SERVICES

15.1 Simple Choice One And Simple Choice Two (1) (Cont’d)

15.1.3. Terms and Conditions

a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply.

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

c. Customers subscribing to the Simple Choice Two may select different features for each line. All lines must be billed to the same account and located at the same premise.

d. Simple Choice One and Simple Choice Two 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 One and Simple Choice Two. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

f. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice One and Simple Choice Two rates may also increase.

15.1.4. Rates

a. Residence

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simple Choice One and Two</td>
</tr>
</tbody>
</table>

b. Business

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simple Choice One and Two</td>
</tr>
</tbody>
</table>

Nonrecurring:
A nonrecurring charge will not apply for installation of the features for Simple Choice One and Simple Choice Two. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 4.

(1) Effective October 12, 2010, Simple Choice One and Simple Choice Two are not available to new customers and are limited to lines in service for existing customers. Effective December 1, 2017, Simple Choice Two is no longer available.
15. PACKAGED SERVICES

15.2 Voice Mail Complementary Services Package

15.2.1. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forward Busy
- Call Forward No Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indicator

15.2.2. Terms And Conditions

a. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.

b. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.

c. This package is available only to individual line residence and business customers.

15.2.3. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Per Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence</td>
<td>$2.00</td>
</tr>
<tr>
<td>Business</td>
<td>$3.00</td>
</tr>
</tbody>
</table>
15. PACKAGED SERVICES

15.3  Simple Choice\(^{(1)}\)/Business Assist Advantage

15.3.1. Description

Simple Choice/Business Assist Advantage is a package of features available to both residential and business customers. This package is only available to Simple Choice/Business Assist Advantage customers and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice/Business Assist Advantage are entitled to unlimited use of the service/features specified.

15.3.2. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only \(^{(2)}\)
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- 3-Way Calling
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- Privacy Protector (where available)
- Voice Mail (where available)

---

\(^{(1)}\) Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

\(^{(2)}\) An open enrollment period will take place through November 27, 2003, after which this service will be grandfathered and not available to new customers.
15. PACKAGED SERVICES

15.3 Simple Choice(B1)/Business Assist Advantage (Cont’d)

15.3.3. Terms and Conditions

   a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply.

   b. Nonrecurring charges as specified elsewhere in this Guidebook do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

   c. Simple Choice/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.

   d. All recurring charges applicable to an access line apply to Simple Choice/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

   e. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice/Business Assist Advantage rates may also increase (upon Commission approval).

15.3.4. Rates

<table>
<thead>
<tr>
<th></th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Rate</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Simple Choice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence – All Exchanges</td>
<td>$38.00</td>
<td>---</td>
</tr>
<tr>
<td>Business Assist Advantage</td>
<td>---</td>
<td>$65.00</td>
</tr>
<tr>
<td>Business – All Exchanges</td>
<td>---</td>
<td>$65.00</td>
</tr>
</tbody>
</table>

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

---

(1) Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

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15. PACKAGED SERVICES

15.4 Select Pak/Business Assist Select (\(^1\))

15.4.1. Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by CenturyTel, such as an access lines, are in addition to this package rate.

Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

- Caller ID
- Call Waiting
- Call Waiting ID
- Call Forwarding
- 3-Way Calling

15.4.1. Rates

<table>
<thead>
<tr>
<th>Monthly Rate Residence</th>
<th>Select Pak</th>
<th>Business Assist Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Line</td>
<td>$13.95</td>
<td>---</td>
</tr>
</tbody>
</table>

15.5 Caller ID Extra (\(^2\))

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of $10.95 per month. In addition, all applicable nonrecurring charges will be waived.

15.6 Caller ID Plus (\(^2\))

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of $8.95 per month. In addition, all applicable nonrecurring charges will be waived.

\(^1\) Grandfathered to existing customers at existing locations.

\(^2\) Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to units in service for existing customers.
15. PACKAGED SERVICES

15.7  Business Unlimited

15.7.1  Conditions

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle plan. This plan 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, the Company reserves the right to move the customer to an alternative plan or may suspend, restrict or cancel the customer’s service.

15.7.2  Rates

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Access Line Charge</td>
<td>$42.00</td>
</tr>
<tr>
<td>Each Additional Access Line Charge</td>
<td>$42.00</td>
</tr>
</tbody>
</table>
15. PACKAGED SERVICES

15.8 Pure Broadband Bundle\(^{(1)}\)

a. Description

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

b. Features

Outbound Call Block Feature
Non-published Service
Third Party Blocking (Optional)

c. 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 1 Party Individual Access Line. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company’s directory assistance records.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

d. Rates \(^{(2)}\)

<table>
<thead>
<tr>
<th>Per Bundle, per month</th>
<th>Business</th>
<th>Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$43.95</td>
<td>$29.00</td>
</tr>
</tbody>
</table>

15.9 Economy Pak Bundle

Description

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for $31.95. Customers willing to have term commitments will have a $5.00 reduction a month for a 12 month commitment. \(^{(1)}\)

15.10 Core Connect

A. Description

\textsc{CenturyLink Local Terms of Service: Core Connect Bundles} contains the terms and conditions for CORE CONNECT bundles.

Termination Liability Charges as described therein will apply if a Customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

\(^{(1)}\) 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.\(^{(1)}\)

\(^{(2)}\) Rates applicable for non-regulated High Speed Internet also apply.
15. PACKAGED SERVICES

15.10 CORE CONNECT (Continued)

B. RATES AND CHARGES

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

1. Core Connect 1

<table>
<thead>
<tr>
<th>Exchanges</th>
<th>Per Location, Per Month</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>All Terms</td>
</tr>
<tr>
<td>Ooltewah</td>
<td>$60.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Apison &amp; Collegedale</td>
<td>70.00</td>
<td>40.00</td>
</tr>
</tbody>
</table>

2. Core Connect 1 LITE

<table>
<thead>
<tr>
<th>Exchanges</th>
<th>Per Location, Per Month</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>All Terms</td>
</tr>
<tr>
<td>Ooltewah</td>
<td>$60.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Apison &amp; Collegedale</td>
<td>70.00</td>
<td>40.00</td>
</tr>
</tbody>
</table>

3. Core Connect 2

<table>
<thead>
<tr>
<th>Exchanges</th>
<th>Per Location, Per Month</th>
<th>2nd through 10th bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>All Terms</td>
</tr>
<tr>
<td>All Exchanges</td>
<td>$55.00</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

4. Core Connect 2 LITE

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

[1] Only available after expiration of a TDP when customer does not renew or select a new TDP.
15. PACKAGED SERVICES

15.11. Economy Pack Plus Lite Bundle - GRANDFATHERED \(^{(1)}\)

a. Description

(1) Economy Pack Plus Lite Bundle 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.

(2) Economy Pack Plus Lite Bundle customers must subscribe to a qualifying long distance plan, the Company’s High-speed Internet service, and DIRECTV®.

(3) Economy Pack Plus Lite Bundle includes the following services and features:

- Flat Rate Residence 1 Party access line
- Choice of the following features:
  - Caller ID (includes Anonymous Call Reject *77) - Optional
  - Call Waiting ID - Optional
  - Call Waiting – Optional

<table>
<thead>
<tr>
<th>Economy Pack Plus Lite Bundle (^{(1)})</th>
<th>Monthly Rate (^{(2)})</th>
</tr>
</thead>
<tbody>
<tr>
<td>$27.00</td>
<td>(\text{TN 19-03})</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Effective April 12, 2019, Economy Pack Plus Lite is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

\(^{(2)}\) The customer must also subscribe to Embarq Communications, Inc. Easy Talk Economy long distance plan, the Company’s High Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle. DIRECTV® is used with permission. **Monthly rate includes local voice and features only; however, the monthly rates for all required services will appear as a single line item on the customer’s bill.**
15. PACKAGED SERVICES

5.11. Primary Rate Interface (PRI) Bundle

a. General

At LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Primary Rate Interface (PRI) Bundle:

State: Tennessee
Entity: CenturyTel of Ooltewah-Collegedale, Inc. d/b/a CenturyLink Ooltewah-Collegedale
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the PRI Bundle prior to the expiration of the TDP.

b. Rates and Charges

<table>
<thead>
<tr>
<th>Term Commitment Period</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Initial</td>
</tr>
<tr>
<td>Two Year Term</td>
<td>$750.00</td>
<td>$250.00</td>
</tr>
<tr>
<td>Three Year Term</td>
<td>700.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Five Year Term</td>
<td>675.00</td>
<td>250.00</td>
</tr>
</tbody>
</table>

(1) Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.
15. PACKAGED SERVICES

15.13 Simple Choice Unlimited

a. Description

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

b. Terms and Conditions

(1) 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.

(2) 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.

(3) 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.

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

(5) All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.

(6) Call Detail will not be provided with this service plan.

c. Monthly Rates

<table>
<thead>
<tr>
<th>Simple Choice Unlimited</th>
<th>Monthly Rate (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Exchange Service</td>
<td>$34.95 (3)</td>
</tr>
<tr>
<td>Choice of available Custom Calling Service or Custom Calling II Service Features</td>
<td></td>
</tr>
</tbody>
</table>

(1) Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

(2) Flat rate EAS charges (if applicable) are included in this rate. The rate for 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).
15. PACKAGED SERVICES

15.14 HOME PHONE II

A. 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) Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.
15. PACKAGED SERVICES

15.14 HOME PHONE II (1)

B. Terms and Conditions (Cont’d)

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.

C. Monthly Rates

1. The monthly rate includes the Local Exchange Service, flat rate EAS (if applicable), 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 specified elsewhere, 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>$28.95</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.
15. PACKAGED SERVICES

15.15. CENTURYLINK BUSINESS BUNDLES

A. REGULATIONS AND DESCRIPTIONS

CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE contains the terms and conditions for CenturyLink Business Bundle Options 1 and 2 and CenturyLink Business Bundle Preferred.

B. RATES AND CHARGES

1. CenturyLink Business Bundle Options 1 and 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</th>
<th>Monthly Rate</th>
<th>Activation Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Line, Per Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial Bundle</td>
<td>2nd through 10th Bundle</td>
</tr>
<tr>
<td>Month-to-Month (Option 1)</td>
<td>$55.00</td>
<td>$24.99</td>
</tr>
<tr>
<td>Two-Year Term (Option 2)</td>
<td>55.00</td>
<td>24.99</td>
</tr>
</tbody>
</table>

2. CenturyLink Business Bundle Preferred

Monthly rates for the CenturyLink Business Bundle Unlimited Plan B 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></td>
<td></td>
</tr>
<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>
15. PACKAGED SERVICES

15.16 SECOND LINE BUNDLE [1]

A. DESCRIPTION

A bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. RATES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Bundle</td>
<td>$20.95</td>
</tr>
</tbody>
</table>

15.17 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [2]

A. DESCRIPTION

Terms and conditions for Unlimited Nationwide Calling OR Essential Home Phone with 30 Minutes Long Distance are located at: http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf

B. RATES AND CHARGES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance</td>
<td>$35.00 [3]</td>
</tr>
</tbody>
</table>

[1] Second Line Bundle was offered as a promotion and is grandfathered, with availability limited to customers in service.

[2] 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.

[3] Rate includes local services, features, fees and surcharges described in Section 3 (Application of Charges) of the CenturyLink Local Terms of Service for Unlimited Nationwide Calling or 30 Minutes Nationwide Long Distance Package. 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.
16. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

16.1. Concurrence

This Company operates such service, excluding Operator Services, under rules and rates issued by AT&T Tennessee General Exchange Guidebook, with whose rates and rules we concur.
17. RESERVED
18. FOREIGN EXCHANGE SERVICE

18.1. General

18.1.1. Foreign Exchange (FX) Service is local telephone service furnished to a subscriber located in one exchange area from a central office in another exchange area, which does not normally serve the area in which the subscriber is situated.

18.1.2. Foreign Exchange Service is not solicited by the Company and is not offered as a normal or customary form of telephone service nor is it offered in lieu of local exchange service. However, when required facilities are readily available, applications for this type service may be considered subject to the following terms and conditions.

18.2. Foreign Exchange Located in Area of Connecting Company

18.2.1. Foreign Exchange Service is necessarily limited to business arrangements for voice grade trunks. Subscribers requesting foreign exchange service must also maintain local exchange service for the duration of foreign exchange service usage.

18.2.2. When the service involves exchange area not served by this Company, its establishment will depend on the ability and willingness of the other company to provide and maintain the required lines and apparatus that fall within its territory.

18.2.3. All rates and charges imposed by the other participating company will be in addition to those that apply to this Company's facilities. All such charges will, however, be paid by this Company and incorporated in the statement issued to the subscriber, so that only one monthly bill will be used for the overall facilities.

18.2.4. The rates and charges will be in accordance with the Foreign Exchange Service Agreement between this Company and the connecting company.

18.3. Foreign Exchange Located in Serving Area of this Company

18.3.1. Subscribers requesting foreign exchange service located in the serving area of the Company must also maintain local exchange service for the duration of foreign exchange service usage.

18.3.2. Foreign exchange service located in the serving area of the Company will be provided at the rates and charges specified in Section 8 of this Guidebook.
19. MILEAGE CHARGES

19.1. Provisions for Circuits Connecting Stations

19.1.1. General

a. The basic rates for stations are for such stations which are located in the same building as the main station, PBX switchboard (for manual PBX systems), and PBX dial switching equipment (for dial PBX systems). Where stations are provided in different buildings on the same premises or on different premises and for other circuits of similar character, such as jacks, bells or gongs, mileage charges in 19.1.2. following are applicable, in addition to the basic rates.

b. Where supporting structure is necessary for the purpose of furnishing lines on the subscriber's premises, such supporting structure is furnished by the subscriber.

c. When it is known or realized that the life of all or part of the outside circuit will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber.

(1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.

(2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
19. MILEAGE CHARGES

19.1. Provisions for Circuits Connecting Stations (Continued)

19.1.2. Rates and Charges

a. On-Premises Mileage Charges \(^{(1)}\)

Between buildings on same premises, the following nonrecurring charges are applicable for outside cable.

<table>
<thead>
<tr>
<th>(1)</th>
<th>1 thru 12 pair cable</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Outlet charge, each</td>
<td>$22.50</td>
</tr>
<tr>
<td>(b)</td>
<td>Per 10 feet of wire or cable, each increment</td>
<td>$2.40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(2)</th>
<th>25 pair cable</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Outlet charge, each</td>
<td>$255.00</td>
</tr>
<tr>
<td>(b)</td>
<td>Per 10 feet of wire or cable, each increment</td>
<td>$10.40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(3)</th>
<th>50 pair cable</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Outlet charge, each</td>
<td>$270.00</td>
</tr>
<tr>
<td>(b)</td>
<td>Per 10 feet of wire or cable, each increment</td>
<td>$13.60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(4)</th>
<th>75 pair cable</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Outlet charge, each</td>
<td>$285.00</td>
</tr>
<tr>
<td>(b)</td>
<td>Per 10 feet of wire or cable, each increment</td>
<td>$19.60</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges.
19. MILEAGE CHARGES

19.1. Provisions for Circuits Connecting Stations (Continued)

19.1.2. Rates and Charges (Continued)

b. Off-Premises Mileage Charges:

   (1) Between locations on different premises within the same exchange:
       - For each quarter mile or fraction thereof, airline measurement, per month $2.00

   (2) Between locations in different exchanges:
       - Additional stations and PBX stations
         Private Line mileage charges apply - see Section 12.6.

   (3) Mileage charges are computed separately for each station circuit and other circuit of like character such as for jacks, bells, or gongs.

   c. The preceding rates and charges are in addition to regular service connection, move and change charges and monthly rates applicable for the service with which they are associated.

19.2. Tie Line Mileage

19.2.1. For charges applying to tie line mileage within the same exchange area, see Section 12.6. of this Guidebook.

19.2.2. For charges applying to tie line mileage connecting switchboards not in the same area, see Section 8 of this Guidebook.

19.3. Private Line Mileage

For charges applying to private line mileage, see Section 12.6. of this Guidebook.

19.4. Foreign Exchange Mileage

For charges applying to foreign exchange mileage, see Section 8 of this Guidebook.
100. OBSOLETE SERVICE OFFERINGS

100.1. General

100.1.1. Service offerings listed herein are classified as obsolete and are not offered for new installations on and after the specified date on the Guidebook page at the rates and charges shown in the obsolete offerings; the obsolete rates and charges apply only to those units in service on the specified date and continue to apply thereon until such unit are discontinued.

100.1.2. Unless otherwise specified in this Section, obsolete services are furnished subject to all the rules and regulations of the Guidebook the same as would be applicable if the service offering were not discontinued.

100.2 through 100.4 RESERVED FOR FUTURE USE

100.5. Joint User Service

100.5.1. General

a. A joint user is defined as a person, firm or corporation, whose use of a subscriber's service is not contemplated under the terms of the contract, but who, subject to the consent of the subscriber, and to the rules and regulations of this Guidebook, is privileged to use the subscriber's service.

b. Joint users are permitted only in connection with business individual line and private branch exchange service.

c. Joint user service is furnished only where the joint user is located in the same room as that in which the telephone to be used is located, or in a room directly connected with and immediately adjacent thereto. Extension stations may be furnished for the use of joint users at the regularly established rates.

d. Joint user service and any associated equipment or facilities provided in connection thereto shall be furnished only at the request of the subscriber to the main station or private branch exchange, who shall be responsible for the payment of all charges thereunder.

e. To facilitate the use of joint user service, a directory listing is included as a part of the classification and additional listings may be furnished joint users under the same conditions as applying to regular subscribers. Listings for joint users must bear the same address and telephone number as the listing of the main station. No separate telephone numbers or other distinctive designation will be provided for the purpose of signaling the joint user.

f. Initial contract periods for joint user service will be as specified in Section 2 of this Guidebook.

100.5.2 Application of Rates

a. The rate for joint user service is one-half the applicable business line or private branch exchange trunk rate for the exchange from which service is furnished.

b. Charges for joint user service begin on the day the information records are posted and are payable monthly in advance, and thereafter until the contract is terminated at the request of the subscriber to the main station service.