

TARIFF SCHEDULE APPLICABLE TO  
LOCAL EXCHANGE SERVICES  
WITHIN THE COMMONWEALTH OF VIRGINIA  
BY  
CITIZENS COMMUNICATIONS CORPORATION

This tariff contains the descriptions, regulations, service standards, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Citizens Communications of Virginia, Inc. ("Citizens"), with principle offices at 220 Webbs Mill Rd., P.O. Box 9, Floyd, VA 24091. The Company's contact number is 1-800-941-0426. This tariff applies for services furnished within the Commonwealth of Virginia. This tariff is on file with the Virginia State Corporation Commission, and copies may be inspected, during normal business hours, at the Company's principle place of business.

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Issued by:

Gerald W. Gallimore, President  
220 Webbs Mill Road  
Floyd, VA 24091

Local Exchange Tariff

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below.

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify a rate increase.
- (L) To signify material relocated from or to another part of tariff schedule with no change in text, rate, rules or conditions.
- (N) To signify new materials including listing, rate, rule or condition.
- (R) To signify a rate reduction.
- (T) To signify change in wording of text but no change in rate, rule or condition.

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TARIFF FORMAT

- A. Page numbering- Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, new pages added between pages 14 and 15 would be 14.1.
- B. Page revision numbers-Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14. Because of various suspension periods, deferrals, etc., the Commission allows in their tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sentences-There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets: When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists contained in the tariff, with a cross-reference to the current revision number. When new pages are added the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it. (i.e. the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.



Local Exchange Tariff

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SECTION 1. APPLICATION OF TARIFF

This tariff sets forth rules applicable to the provision of local exchange telecommunications residential and business services within the Commonwealth of Virginia.

## Local Exchange Tariff

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**SECTION 2. DEFINITIONS**

Certain terms used generally throughout this tariff for Communications Service of this Company are defined below.

Accessories: Devices which are mechanically attached to, or used with, the facilities furnished by a telephone company and which are independent of, and not electronically, acoustically, or inductively connected to the conductors in the communications path of a telephone company's facilities.

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

Applicant: An individual or concern making application of the Company for communications service under this tariff.

Application: Refers to an application made by a prospective Subscriber to the Company under which services for communication between specified locations, for designated periods, and for the use of the Subscriber specifically named in the application are to be furnished in accordance with the provisions of this tariff.

Authorized User: A person, firm or corporation, which is authorized by the Customer or Joint User to be connected to the service of the Customer or Joint User, respectively.

Bandwidth: A defined range of frequencies.

Baud: A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark and space) within a code signal. The speed baud is the number of signal elements per second.

Bit: The smallest unit of information in the binary system of notation.

Bridging Arrangements: The physical equipment needed in a telephone company's central office to meet specified transmission and signaling criteria.

Local Exchange Tariff

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DEFINITIONS (CONT'D)

Building Channel: The inside wire used to connect two or more stations within the same building or to connect a station to station connection location.

Channel Terminal: Provides for equipment to terminate an interexchange channel at each rate center central office.

Commission: Virginia State Corporation Commission.

Communications Services: The Company's intrastate communications services offered under this tariff.

Company: Citizens Communications Corporation, the issuer of this tariff.

Company Network: The array of communications service which the Company has purchased from an Underlying Carrier and uses to provide services to Subscribers under this tariff.

Connecting Arrangements: Denotes equipment provided by a telephone company to accomplish the direct electrical connection of Subscriber-provided facilities with the facilities of the telephone company.

Customer: The person, firm or corporation, which purchases service and is responsible for the payment of charges and compliance with the Company's regulations.

Dedicated: A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

Direct Inward Dialing (DID): Routes incoming calls directly to stations.

DSL: Digital Subscriber Line.

## Local Exchange Tariff

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DEFINITIONS (CONT'D)

End Office: The term "end office" denotes the switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

End User: A person, firm or corporation who is designated by the Customer as a user of Company's Service furnished to the Customer. The End User must be specifically identified in the Application for Service.

End User Premises Equipment: Equipment provided by the Customer, the End User, or any party other than the Company that is located on the End User's premises and is connected to the Company's network.

Exchange Access Line: The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

FCC: Federal Communications Commission.

Hunting: Routes a call to an idle station line in a prearranged group when the called station line is busy.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer and at the Company's sole discretion.

Interface: The point on the premises of the Subscriber where provision is made to terminate provided by a telephone company. At the interface the transmission path may be 2 wire or 4 wire as specified for the various channels required.

## Local Exchange Tariff

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DEFINITIONS (CONT'D)

Interoffice Channel: Provides for facilities to connect two different serving central offices for intraexchange see Interrupted Service: That portion of service provided to a Subscriber or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Interrupted Service: That portion of service provided to a Subscriber or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Kbps: Kilobits per second, denotes thousands of bits per second.

Mbps: Megabits per second, denotes millions of bits per second.

Network: The facilities of an Underlying Carrier.

Non-Recurring Charges: Charges to the Subscriber for services and equipment assessed by the Company once usually at the origination or termination of services and equipment.

Origination Point: The point of demarcation between the Company's facilities

Premises: The space occupied by a Customer, Authorized User or Joint User in a building or buildings or contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Rate Center: For private line service, denotes a specified geographical location, generally a main central office of an exchange from which mileage measurements are made for the application of interexchange mileage rates.

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

Local Exchange Tariff

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DEFINITIONS (CONT'D)

Services: The services, or combination thereof, offered by the Company and contained in this Tariff.

Service Order: The written request for Company Services submitted by the Customer in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of the Company, but the duration of the service is calculated from the Service Commencement Date.

Service Terminal: As used in connection with Series 5000 channels, provides for facilities to connect a premises to the Rate Center, including a local channel and any required interoffice channel.

Special Facilities: Any facilities, goods, supplies, products, equipment, fixtures or other installation specifically installed or constructed for Customer by Company pursuant to a negotiated agreement between Company and Customer.

Termination Point: The demarcation point between Company's facilities and the Customer's facilities.

Transmission Speed: Transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer.

Local Exchange Tariff

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DEFINITIONS (CONT'D)

Reserved for future use.

## Local Exchange Tariff

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**SECTION 3. RULES AND REGULATIONS****3.1 Undertaking of the Company**

The Company undertakes to furnish Services in accordance with the terms and conditions set forth in this tariff.

**3.2 Prohibited Uses**

- A. The Services of the Company shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits, required to be obtained by the Customer with respect thereto.
- B. The Company may require applicants for Service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of Company offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.
- C. The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this tariff. The Customer or End User may not assign, transfer in any manner the Service or any rights associated with the Service without the written consent of the Customer.
- D. The Company may require a Customer to immediately shut down its transmission of signals if Company concludes, in its sole discretion, that such transmission is causing interference to others.
- E. The Customer may not use the Services so as to interfere with or impair Service over any facilities and associated equipment, or so as to impair the privacy or any communications over such facilities and associated equipment.



## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- F. A Customer or End User shall not represent that its services are provided by the Company, or otherwise indicate to its Customers that its provision of Services is jointly with the Company, without the prior written consent of the Company. The relationship between the Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.

3.3 Obligations of the Customer

The Customer (or the End User, as the case may be) shall be responsible for:

- A. The payment of all charges applicable to the Services.
- B. Damage or loss of the Company's facilities or equipment caused by the acts of omissions of the Customer or End User or the non-compliance by the Customer or End User with the provisions of this tariff; or by fire or theft or other casualty on the premises of the Customer or End User unless caused by the negligence or willful misconduct of the employee or agents of the Company;
- C. Providing as specified from time to time to the time by the Company any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the Premises, and providing the level of power, heating and air conditioning necessary to maintain the proper environment on such Premises.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- D. Obtaining, maintaining, and otherwise having full responsibility for rights of way necessary to install equipment to provide Service to the Customer or End User from the minimum point of entry or the property line of the land on which the structure wherein any termination point or origination point used by the Customer or End User is placed or located, whichever is applicable, through the point of entry into the structure, throughout the structure, to the location of the equipment space. Any and all costs associated with the obtaining and maintaining of the rights of way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by the Customer. The Company may require Customer to demonstrate its compliance with this section prior to accepting a Service Order.
- E. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury to Company employees or property might result from installation or maintenance by the Company.
- F. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Premises or the rights-of-way for which the Customer is responsible, and obtaining permission for Company agents or employees to enter the Premises at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of Service as stated herein, removing the facilities or equipment of the Company.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- G. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.
- H. Keeping the Company's equipment and facilities located on the Customer's premises or right-of-way obtained by the Customer free and clear of any liens or encumbrances relating to the Customer's use of the Company's Services or from the locations of such equipment and facilities.
- I. Providing, operating and maintaining Customer provided or End User equipment on the Premises. Conformance of Customer provided or End User premises equipment with part 68 of the FCC Rules is the responsibility of the Customer.

#### 3.4 Liability of the Company

- A. The Services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular Services and facilities under this tariff.
- B. The liability of the Company for damages arising out of the furnishing of these Services, including but not limited to mistakes, omissions, interruptions, delays, tortuous conduct or errors, or other defects, representations, or use of these Services or arising out of the failure to furnish the Service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer or End User and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary or punitive damages a Customer may suffer, except when caused by the intentional acts of omissions or negligence of the Company's employees or agents.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- C. The Company shall not be liable for, nor shall any Service Credits be extended for, any failure of performance or equipment due to causes beyond its control, including but not limited to: act of God, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority, national emergencies, insurrections, riots, wars, unavailability of rights-of-way or materials, or strikes, lock-outs, work stoppages, or other labor difficulties.
- D. The Company shall not be liable for any act or omission by any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the Services the Company offers.
- E. The Company shall not be liable for any damages or losses due to fault or negligence of the Customer or due to the failure or malfunction of Customer- provided equipment or facilities.
- F. Company shall not be liable for the claims or vendors supplying equipment to Customers of the Company which may be installed at premises of the Company, nor shall the Company be liable for the performance of any such vendor or vendor's equipment.
- G. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds 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 any other party or person(s), and for an loss, damage, or destruction of any property, whether owned by the Customer 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 any installation so provided.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- H. The Company is not liable for any defacement of or damage to the Premises resulting from the furnishing of Services, equipment, or associated wiring on such Premises or the installation or removal thereof, except where such defacement or damage is the result of negligence or willful misconduct on the part of the agents or employees of the Company.
- I. The Company shall not be liable for any damages resulting from delays in meeting any Service dates.
- J. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with Service.
- K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACE OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- L. The Customer and any End User, jointly and severally, shall indemnify defend and hold the Company harmless from claims, loss, damage, expense (including attorney's fees and court costs), or liability (including liability for patent infringement) arising from: (1) any claims made against Company by any End User in connection with the delivery or consumption of Services; (2) combining with, or using in connection with facilities the Company furnished, facilities the Customer or End User furnished; or (3) use of facilities the Company furnished in manner the Company did not contemplate and over which the Company exercises no control. In the event that any infringing use is enjoined, the Customer, at its option and expense, may obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement. In addition and without limitation, the Customer and any End User shall defend, on behalf of the Company and upon request by the Company, any suit brought or claim asserted against the Company for any such claims.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.5 Service Connections and Customer Equipment3.5.1 General

- A. All Service along the facilities between the point identified as the Company's origination point and the point identified as the Company's termination point will be furnished by the Company, its agents or contractors.
- B. Customer shall allow Company continuous access and right-of-way to both Customer and End User Premises to the extent reasonably determined by the Company to be appropriate to the provision and maintenance of Services, equipment, facilities and systems relating to this tariff.
- C. The Company may undertake to use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- D. The Company undertakes to use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer or End User. Neither the Customer or the End User may, nor permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- E. Title to all facilities (except such equipment and/or facilities as are sold to or independently provided by a Customer or End User), including terminal equipment, shall remain with the Company. The operating personnel and the electronic power consumed by such equipment on the Premises of Customer or End User shall be provided by and maintained at the expense of the Customer.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- F. Equipment the Company provides or installs at the Customer's or End User's Premises for use in connection with the Services shall not be used for any purpose other than that for which the Company provided it.
- G. The Company shall not be responsible for the operation or maintenance of any Customer or End User provided communications equipment. The Company may install certain Customer or End User provided communications equipment upon installation of Service; unless otherwise agreed by the Company in writing, Company shall not thereafter be responsible for the operation or maintenance of such equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities; subject to this responsibility the Company shall not be responsible for:
- 1) The proper origination of signals by Customer provided equipment or for the quality, or defects in, such signals; or
  - 2) The reception of signals by Customer provided equipment.
- H. The Customer may be responsible for the payment of service charges for visits by the Company's agents or employees to the Premises when the Service difficulty or trouble report results from the improper or inappropriate use of equipment or facilities by the Customer or End User.
- I. In the event Company places Company equipment on Customers' premises for the purpose of furnishing service under this agreement, unless otherwise stipulated, Company is solely responsible for operating and maintaining such equipment. In the event that Customer attempts to operate or maintain any such equipment without first obtaining Company's written approval, in addition to any other remedies of Company for a breach by Customer of Customer's obligations hereunder, Customer shall pay Company for any damage to Company's equipment cause or related to such receipt by Customer of a Company invoice therefore. In no event shall Company be liable to Customer, End User or any other person for interruption of the Service or for any other loss, cost or damage caused or related to Customer's improper or inappropriate use of Company-provided equipment.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- J. Customer agrees to allow Company to remove all Company-provided equipment from Customer or End User's premises:
- 1) Upon termination, interruption or suspension of the Service in connection with which the equipment was used; and
  - 2) For repair, replacement or otherwise as Company may determine is necessary or desirable.
- K. At the time of such removal, such equipment shall be in the same condition as when delivered to Customer or installed in Customer or End User's premises, normal wear and tear only accepted. Customer shall reimburse Company for the unamortized cost of any such equipment in the event the foregoing conditions are not met.
- L. The Customer or End User is responsible for ensuring that Customer or End User-provided equipment connected to Company equipment and facilities is compatible with such Company equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company provided equipment and wiring or injury to the Company's employees or to other persons. Customers will submit to Company a complete manufacturer's specification sheet for each item of equipment that is not provided by the Company and which shall be attached to the Company's facilities. The Company shall approve the use of such item(s) of equipment unless such item is technically incompatible with Company's facilities. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- M. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Service, and the channels, facilities, or equipment of others shall be provided at the Customer's expense.



## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.5.2 Limitation of Service Equipment or Facilities

- A. Service is offered subject to the provision of this tariff and the availability of the necessary facilities and/or equipment, and is limited to the ongoing availability and capacity of the Customer's facilities as well as the facilities the Company may require from other carriers to furnish Service. The Company may decline Service Orders to or from a location where, in the Company's sole discretion, the necessary facilities or equipment are not available. The Company may discontinue furnishing Service in accordance with the terms of this tariff.
- B. The Company reserves the right to discontinue or limit Service when necessitated by conditions beyond its control, or when Service is used in violation of provisions of this tariff or the law.
- C. The Company does not undertake to transmit messages, but offers the use of its Service when available, and, as more fully set forth elsewhere in this tariff, shall not be liable for errors in transmission or for failure to establish connections.
- D. The Company reserves the right to discontinue Service, limit Service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing Service, as determined by the Company in its reasonable judgment.
- E. The furnishing of Service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as facilities the Company may obtain from other carriers to furnish Service from time to time as required at the sole discretion of the Company.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.5.3 Network Interface Device

The Network Interface Device (“NID”) is the Company-provided interface terminating the telecommunications network, on the property where the customer’s service is located, at a point determined by the Company. The NID is a FCC Part 68 registered jack from which customer inside wire may be connected to the Company’s network. All wiring on the customer’s premises that is connected to the telephone network shall connect to the Company’s maintenance of the NID. The NID used for the termination of CPW shall be located outside the customer premises unless an outside location is impractical or the customer requests that it be located inside the premises. When the NID is located inside the premises, it shall be located at the point closest to the protector that is convenient to the Customer. Any additional cost associated with placing the NID outside when requested by the customer shall be at the customer’s expense. For installation in multi-story or multi-company buildings, the NID shall be located at a point between the CPW and the telephone company network. This location may be the telephone equipment room, wiring closet, inside or outside the customer premises, or other designated location that is accessible to the Customer. If a customer requests that the NID be placed in a location other than that selected by the Company the customer must pay any additional expense associated with placing the NID in the location requested by the customer.

3.5.4 Maintenance Visit Charge

Where a NID exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premises) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the Customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.6 Payments and Rendering of Bills3.6.1 Deposits

- A. The Company may require a deposit from Customers to protect against non-collectible accounts. The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two months usage.
- B. Payment of a deposit by the Customer does not relieve the Customer of the responsibility to make timely payments on the account with the Company.
- C. The Company will pay interest on deposits held longer than 90 days, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Commission shall notify the Company in January of each year of the interest rate prevailing for that year.
- D. At the option of the Customer making a security deposit, the Company will annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account. Customer deposits may be refunded by a utility at any time. Residential Customer's deposits will not be held longer than one year and all other deposits will not be held longer than two years provided the Customer has established satisfactory credit during the period.
- E. When the Company requires a deposit from any Residential Customer, said Customer will be permitted to pay it in three consecutive equal monthly installments whenever the total amount of the required deposit exceeds the sum of forty dollars (\$40.00). Provided, however, that the Company will have the discretion to allow payment of any deposit (more or less than \$40.00) over a longer period of time to avoid undue hardship.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

## 3.6.2 Billing Procedures

- A. The Company shall bill all charges incurred by and credits due to the Customer. The Customer may choose to receive bills in either paper or electronic format. Such bills are due within thirty (30) days after the date of issuance thereof, regardless of the media utilized. The Company shall bill in advance charges for all Services to be provided during the ensuing billing period except for charges associated with Service usage. Adjustments for the quantities of Service established or discontinued in any billing period beyond the minimum period will be prorated to the number of days based on a thirty (30) day month. The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of the bill.
- B. The Company shall bill for all Services rendered within ninety (90) days of when those Services are provided.
- C. All bills for Service provided to the customer by the Company are due thirty (30) days from the date of issuance of the bill. The Customer's bill will show the date on which the bill is delivered to the U.S. mail or delivered to the customer's premises as well as the date by which the payment must be received to avoid late payment charges. Payment for current service shall not be considered overdue, if payment is received by the Company within 20 days from the mailing date or delivered date of the bill. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- D. Customer shall be responsible for payment of all sales, use, gross receipts, excise, access, bypass, franchise or other local, state 911 taxes, TRS, Rights of Way fees and Federal taxes, fees, charges, or surcharges, however designated, imposed on or based upon the provision, sale or use of the Services rendered by Company, (excepting Company's income taxes). Such taxes shall be separately stated on the Customer's invoice.
- E. For Returned Checks: The Customer will be assessed a returned check charge of \$20.00 for each check submitted by the Customer to the Company that a financial institution refuses to honor. This charge is inclusive of the bank fee plus a reasonable Company administrative fee.

3.6.3 Disputed Bills

In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must pay the undisputed portion of the invoice in full and submit a documented claim for the disputed amount. The Customer shall submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within ninety (90) days of receipt of billing for those Services. Unless disputed, the invoice shall be deemed to be correct and payable in full by Customer. If the Customer is unable to resolve any dispute with the Company, then Customer may file a complaint with this Commission. The current address for filing Complaints is:

VSCC – Communications Division  
Tyler Building – 9th Floor  
1300 E. Main Street  
Richmond, VA 23219

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest or penalties will apply.

3.6.4 Discontinuance and Restoration of Service

3.6.4.1 Cancellation by the Company

- A. For Nonpayment: The Company may, upon ten (10) days written notice to the Customer, terminate local exchange service for failure to pay for noncompetitive regulated services. Service will not be terminated for a customer's failure to pay for intraLATA or interLATA toll services. The Company will note, on the customer's bill, those services, which may lead to the termination of their local exchange service for non-payment.
- B. For any violation of law or rules: A Customer shall be subject to discontinuance of Service, without notice, for any violation of any law, rule, regulation or policy of any government authority having jurisdiction over Service, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such Service.
- C. For the Company to comply with any order or request of any governmental authority having jurisdiction: The Customer shall be subject to discontinuance of Service, without notice, for the Company to comply with any order or request of any governmental authority having jurisdiction.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- D. For Other Causes: A Customer shall be subject to discontinuance of Service, without notice, in the event of suspected fraud or other unlawful use of the Service, or fraud or misrepresentation in any submission of information required in a Service Order or any other information submitted to Company.
- E. For any Customer filing of bankruptcy or reorganization or failing to discharge an involuntary petition therefore within the time permitted by law: The Company may immediately discontinue or suspend Service under this tariff without incurring any liability.

## 3.6.4.2 Resumption of Service

If Service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected to the satisfaction of Company in Company's sole and absolute discretion and Customer pays a deposit at Company's discretion. All applicable nonrecurring charges shall apply when Services are restored.

3.7 Interruptions of Service and Credit Allowances

A credit allowance will be given on a per line basis for service interruptions, defined as any period during which any line subscribed to by the Customer hereunder and/or, if applicable, Company-provided equipment attached thereto is out of service, except as specified below. Out of service conditions are defined as complete loss of data transmission capability. Credit allowances, if any, shall be deducted from the charges payable by the Customer hereunder and shall be expressly indicated on the next bill to the Customer. An interruption period begins the earlier of when the Customer reports a malfunction in Service to the Company or Company becomes independently aware of such malfunction. A malfunction period ends when the affected line and/or associated equipment is fully operative and restored to the customer.

## Local Exchange Tariff

RULES AND REGULATIONS (CONT'D)

- A. Credit allowances do not apply to interruptions:
- 1) caused by the Customer, any End User or any third party;
  - 2) due to failure of power or equipment provided by the Customer or others;
  - 3) during any period in which the Company is not given access to the Premises;
  - 4) due to scheduled maintenance and repair; or
  - 5) due to Acts of God or other events listed in section 3.4(C) preceding.

B. Interruption of Twenty-Four (24) Hour or Less - Portion of Daily Per-Line Charge

<u>Length of Service Interruption</u>	<u>Credit</u>
-Less than 4 hours	None
-4 hours up to but not including 8 hours	1/3 of day
-8 hours up to but not including 12 hours	1/2 of day
-12 hours up to but not including 16 hours	2/3 of day
-16 hours up to 24 hours	one day

Two or more Service interruptions of the same type to the same line/equipment of two (2) hours or more during any one twenty-four (24) hour period shall be considered as one interruption. In no event shall such interruption credits for any one line/equipment exceed one (1) day's fixed recurring charges for such line/equipment in any twenty-four (24) hour period.



## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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C. Interruptions over Twenty-Four (24) Hours

Service interruptions over twenty-four (24) hours will be credited four (4) hours for each four (4) hour period or fraction thereof. No more than one (1) full day's credit will be allowed for any period of twenty-four hours.

3.8 Use of Service By Others

All Service provided under this tariff is directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of Service (except in the case of a merger or sale of substantially all the assets of Customer) without the express prior written consent of the Company, and then only when such transfer or assignment can be accomplished without interruption of the use or change in the location of Service. All terms and conditions contained in this tariff shall apply to any and all such transferees or assignees. The Customer shall, unless otherwise expressly agreed by the Company in writing, remain liable for the payment of all charges due under this tariff or any applicable agreements.

3.9 Terms and Conditions

The Company shall have no responsibility with respect to billings, charges, or disputes related to Services used by the Customer which are not included in the Services herein including, without limitation, any local, regional or long distance services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputed or discrepancies with the appropriate service provider.

3.10 Application for Service

Customers desiring to obtain Service must submit Service Orders in the form and format specified by Company.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.10.1 Cancellation of Application for Service

If a Customer cancels a Service Order after Company has commenced installation of Service, a cancellation charge may apply.

3.10.2 Cancellation of Service

Subject to cancellation charges referenced herein, the Customer may have Service discontinued upon verbal or written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for Service furnished until the effective cancellation of Service.

3.11 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

3.12 Maintenance and Testing

A. Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- B. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer or End User is complying with the requirements set forth above for the installation, operation, and maintenance of Customer provided facilities, equipment, and wiring in the connection of Customer provided facilities and equipment to Company-owned facilities and equipment. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action, as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take such action. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its facilities, equipment, and personnel from harm.

3.13 Universal Emergency (911)Service

3.13.1 General

Universal Emergency Number 911 Services provide the general public with the means of simple and direct telephone access to public safety answering points engaged in assisting local governments in protecting the safety and property of the general public. Enhanced Universal Emergency Telephone Number (E911 Service) is a business telephone exchange communications service whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered subject to availability of stored program control central office facilities. No charge applies for calls to the 911 number.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.13.2 Regulations

- A. This Tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility.
- B. 911 or E911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purposes of responding to an emergency call in progress.
- C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point (PSAP).
- D. 911 or E911 emergency telephone number service may be provided by the Company's underlying carrier.
- E. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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- F. The Company assumes no liability for any infringement, or invasion of any right of privacy or any persons caused, or claimed to be caused, directly or indirectly by the use of 911 or E911 service. Under the terms of this Tariff, the Public Safety Agency must agree, except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Company from any and all loss or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others. Under the terms of this Tariff, the Public Safety Agency must also agree to release, indemnify, defend, and hold harmless the Company for any infringements of invasion of the right or privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 or E911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 or E911 service hereunder, and which arise out of the negligence, or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or its agents.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.14 IntraLATA and InterLATA Presubscription3.14.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

3.14.2 Presubscription Charges

After a Customer's initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

## Nonrecurring Charges

Per business or residence line, trunk, or port

Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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3.15 Special Construction

A. When it is necessary for the Company to provide outside plant construction, either on a public road or on private property, which is other than that usually provided for the area and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of usual construction and the estimated cost of the type of construction provided under the conditions specified herein. Charges are based on cost to the Company plus a reasonable administrative fee minus any credit for reuse or salvage. Such special construction includes:

- (1) underground construction where aerial construction would usually be provided,
- (2) submarine cable,
- (3) greater quantity or a different type of facilities than that which the Company would otherwise construct in order to fulfill the customer's initial requirements for service,
- (4) routing facilities different from that which the Company would normally utilize,
- (5) expedition of the construction of facilities at greater expense that would otherwise be incurred,

B. The Company will, in all cases, bear the same amount of the cost as in the case of usual construction.

- (1) Outside Plant Construction
  - a) On Public Roads or on Private Property

The customer or other party requiring the special construction is required to pay the difference between the total estimated cost of such special construction and the amount to be borne by the Company. All plant is maintained and replaced at the expense of the Company, except where poles or conduit are owned by the customer, in which case the customer is required to maintain such poles or conduit.

## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

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## (b) Conduit and Trenching

Except as provided as usual construction by the Company, the provision, maintenance and replacement of conduit and underground construction on private property for one or more customers is the responsibility of the customer. The Company will install and maintain the associated wire facilities at its expense. The cost of conduit replacement or of opening and closing the trench in connection with the maintenance and replacement of the wire facilities shall be the responsibility of the customer.

## (2) Facilities up to the Network Interface

(a) The standard method of wiring a building or structure for telephone service is by exposed wiring. It is the responsibility of the customer to provide a means of entrance into the building which is satisfactory to the Company and to provide space for mounting the necessary terminal and station protection equipment and, where riser cable is required, a reusable means to reach each floor and each suite or office on each floor where the telephone service is desired.

(b) Any required conduit or similar type construction involved in furnishing concealed wiring or extending wire inside the customer's premises must be installed and maintained at the expense of the customer. Such construction must be installed in a manner, that is acceptable to the Company.

(c) Where, due to the type of construction of the building or the conditions imposed by the customer, abnormal expense is incurred by the Company, the customer is required to pay the difference between the estimated expense which would normally have been incurred for the installation.



## Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)3.16 700/900 Blocking Options

700/900 Blocking Options are arrangements that prevent a Customer from accessing 700 and/or 900 service telephone numbers. 700/900 Blocking Options are provided only on Local Exchange Service individual dial tone lines, PBX trunks, and Centrex lines and SEATS. 700/900 Blocking Options are only offered where the customer's serving central office is equipped with electronic switching equipment capable of providing this service. Customers may elect to block calls to 700 service telephone numbers only, 900 service telephone numbers only, or both 700 and 900 service telephone numbers.

There are no charges associated with 700/900 Blocking Options.

Local Exchange Tariff

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RULES AND REGULATIONS (CONT'D)

Reserved for future use.

## Local Exchange Tariff

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**SECTION 4. DESCRIPTION OF SERVICES AND RATES**

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**4.1 Basic Local Exchange Service****4.1.1 Description of Services**

Basic Local Exchange Service provides a Customer with a Connection to the Company's switching network, which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's Local Calling Services and other Services as set forth in this tariff;
- c) access interexchange calling services of the Company and of other carriers;
- d) access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling.

**4.1.2 Application of Rates**

The rates shown herein entitle the customer to local messages to all telephones bearing the designation of any central office of the exchanges or zones included as specified in the associated local service area or extended local service area. Charges for monthly usage options apply in addition to the charges for dial tone lines.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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## A. Business and Residential Rates

- 1) Dial tone lines are available with an unlimited monthly usage option.
- (2) The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.
- (3) Charges for calls to extended local service areas are as specified in Section 4.1.4 A (1) for measured service and 4.1.4 A (2) for message service, of this Tariff.

## B. Determination of Airline Mileages

## 1. Measured Rate Service Distance Calculation

To determine the rate distance between any two rate centers proceed as follows:

- (a) Obtain the "V" and "H" coordinates for each rate center-- V&H Coordinates can be obtained either from the Company or Telcordia or other national telecommunication products.
- (b) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates. Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
- (c) Divide each of the differences obtained in (b) by three, rounding each quotient to the nearer integer.

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

- (d) Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in (c) by three and repeat step (d). Repeat this process until the sum of the squares obtained in (d) is less than 1778;
- (e) The number of successive divisions by three in steps (c) and (d) determines the value of "N". Multiply the final sum of the two squares obtained in step (d) by the multiplier specified in the following table for this value of "N" preceding;

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

- (f) Obtain square root of product in (e) and, with any resulting fraction, round up to the next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate shown in (e) preceding, the minimum rate mileage corresponding to the "N" value is applicable.

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.1.3 Service Area and Rate Groups

Citizens provides service in the exchange areas served by the following local exchange companies:

Central Telephone Company Of Virginia

A. Exchanges

Meadows of Dan, VA

B. Exchange and Local Service Areas

<u>Exchange</u>	<u>Exchanges Included In In Local Service Area</u>
Meadows of Dan	Ararat, Ballard, Stuart, and Woolwine

4.1.4 Rates and Charges

## A. Business Rate Application

Dial tone lines are available only in conjunction with a monthly usage option.

Monthly usage options provide for local calling on a monthly basis to dial tone lines in the local service area are as follows:

Unlimited Usage - No limit on the number of local calls per month for a flat rate.

Charges for Other Plans to extend the local calling area are as specified under each extension plan.

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

## 1. Local Exchange Basic Service Business Monthly Rates

Rates for Meadows of Dan

Business Class of Service Access Line Per Line

(1) Dial Tone Line Unlimited Monthly Usage Option Flat Rate

	Per Month
One Party	\$ 20.09
Single Trunk	\$ 41.37
Pay Telephone Service (flat)	\$ 41.37
Pay Telephone Service (message)	\$ 20.09

## B. Residence Rate Application

Dial tone lines are available only in conjunction with a monthly usage option.

Monthly usage options provide for local calling on a monthly basis to dial tone lines in the local service are as follows:

Unlimited Usage - No limit on the number of local calls per month for a flat rate.

Charges for Other Plans to extend the local calling area are as specified under each extension plan.

## 1. Local Exchange Basic Service Residential Monthly Rates

Rates for Meadows of Dam

Residence Class of Service Access Line Per Line

(1) Dial Tone Line Unlimited Monthly Usage Option Flat Rate

	Per Month
One Party	\$ 9.77

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.2 Extended Local Service4.2.1 General

Extended Local Service provides for calling on a measured rate basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area.

4.2.2 Regulations

A. The regulations and rates as specified in Section 4.1.4 A (1) for measured rates preceding, are applicable to Extended Local Services furnished within each exchange or zone as specified in this tariff.

B. Exchanges with Extended Local Service

<u>Exchange</u>	<u>Exchanges in Extended Area Calling</u>
Meadows of Dan	Ballard

4.2.3 Extended Area Calling Rates

A. Originating (to Terminating) Exchange

1. Meadows of Dan (to Ballard)

	Per Month <u>Per Line</u>
a. Residential	\$0.73
b. Business	\$1.50
c. Pay Telephone	\$3.09



## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.3 Directory Assistance Service

The Company furnishes Directory Assistance Service (“DA”) for the purpose of aiding customers in obtaining telephone numbers. Customers are allowed two requests per call.

In order to make allowance for a reasonable need for local calling area DA service, including numbers not in the directory, directory inaccessibility and other conditions, no charge applies for the first three calls for telephone numbers of customers who are located within the calling area of the calling party per month per station access line. The allowance is cumulative for all group billed services furnished on the same premises or as part of the same system within an exchange. Customers may ask operator to connect them with an obtained number; a connect request, for an additional charge, below.

Charges for DA are not applicable to calls placed from hospital services or calls placed from telephones where the customer or, in the case of residence service, a member of the Customer’s household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap.

When a party requests assistance in obtaining telephone numbers of customers who are located within the same local calling area as the number the party is calling from, the charges as set forth following apply:

Charge for each inquiry	
Customer Direct Dialed	\$0.29 per call after 3 free calls
Operator Dialed	\$0.58 per call
Connect Request	\$0.30 per call completed*

\*The customer will also be responsible for any wage charges that may be applicable for the called number.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.4 Operator Assisted Local Calls

**Operator Assisted Charges:** All types of local exchange service have local calling areas within which local calls can be made on a flat rate basis.

**Local Dial Call:** The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.

**Collect Call:** A billing arrangement by which the charge for a call may be reversed, provided the charge is accepted at the called station.

**Person-to-Person Service:** A calling arrangement offered on both a customer-dialed and operator dialed basis whereby the person originating the call specifies to a carrier operator a person to be reached, or individual with whom to be connected, a particular mobile station to be reached through a miscellaneous common carrier operator, or a particular station, department, or office to be reached through a private branch exchange (PBX) attendant.

**Station-to-Station:** A calling arrangement whereby the completion of a call, (e.g., collect, third party) is offered on both a customer-dialed and operator-dialed basis.

**Third Party Billing:** A payment arrangement which allows an End User to assign billing of a call to a telephone number which is different from the calling or called telephone number(s).

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

**Operator-Dialed Calling Card Service:** A call that is dialed by the operator and billed to a Calling Card.

The following service charges for operator-assisted local calls apply in addition to the local dial rate applicable:

Business Surcharge Rate/Call

Operator Service Calling Card	\$0.60
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Station-to-Station operator-assisted charges:  
Each:

Collect, Third Party, Operator Dialed	\$0.75
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Person-to-Person operator-assisted local call: Each:	\$1.50
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The following operator-assisted local calls are exempted from the service charge:

- Calls to designated Company numbers for official telephone business
- Emergency calls to recognizable authorized civil agencies
  - Those cases where a Company operator provides assistance to re-establish a call which has been interrupted after the calling number has been reached, reach the calling number where facility problems prevent customer dial completion, and/or place a non-coin, sent paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of said handicap.

#### 4.5 Verification and Emergency Interrupt Service

Upon request, subject to technical limitations, the Company's operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.5.1 Application of Rates and Charges:

No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency, which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in an emergency. Such agencies include the local police, state police, fire department, etc.

Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in Section 4.3 of this tariff apply in addition to the applicable verification and emergency interrupt charges.

Nonrecurring Charge

Verification request, Each:	\$0.75
Verification with Interrupt request, Each:	\$1.55

4.6 Service Charges

## 4.6.1 Service Ordering Charge - Multi Element Charges

Nonrecurring Charge

4.6.1.1 Service Order Processing - For connecting new or additional Access lines, telephone number change requests, and relocation of existing service to a different building

Residential, per service order	\$ 15.18
Business, per service order	\$ 15.18
Pay Telephone	\$ 29.81

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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## 4.6.1.2 Record - For record type orders affecting directory listings.

Residential, per service order	\$ 15.18
Business, per service order	\$ 15.18
Pay Telephone	\$ 29.81

## 4.6.1.3 Restoration of Service – For reestablishment of service that was disconnected for non-payment

Residential, per occurrence	\$ 15.00
Business, per occurrence	\$ 15.00
Pay Telephone, per occurrence	\$ 15.00

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.6.2 Access Line Connection Charges

Performing all or part of the operations associated with the connections of a central office line. These may include, but are not limited to, circuit design work and establishing or changing central office connections.

4.6.2.1 A Line Connection Charge applies for the connection of each local exchange line, pay telephone line, Private Branch Exchange (PBX) trunk, WATS access line, Centrex line, Centrex Simulated Exchange Access Trunk (SEAT), and for Channel Services except as otherwise specified in this tariff.

Line Connection Charges also apply to the relocation of existing service to a different rate demarcation point, building or property in the form of the "Line Change Charge."

4.6.2.2 A Line Restoration Charge applies for the restoration of service to each local exchange line, pay telephone line, PBX trunk or WATS access line suspended at the request of the customer.

## 4.6.2.3 Per Access Line or Trunk – Non-Recurring Charge

Residential	\$ 8.67
Business	\$ 10.29
Pay Telephone	\$ 10.29
Line Change Charge	\$ 10.00
Line Restoration Charge	\$ 15.00

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.7 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. The service is furnished for use with individual and two-party central office lines. It may be furnished to either one or both customers on a two party line. TOUCH-TONE calling service requires special central office equipment and will be provided only from central offices where facilities are available.

4.7.1 Rates and Charges

TOUCH-TONE charges are included in local dialtone charges.

4.8 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. Primary and additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein. The alphabetical section of the telephone directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated. The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted. For business services, additional listing are available only in the name of an authorized user of the customer's service. Business additional listings are not permitted in connection with residence service. Business additional listings may be provided in connection with Joint User Service with one additional listing offered at no charge for each joint user on a customer's service.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired. Where more than one line is required to properly list the Customer, there is no additional charge.

The Company may refuse a listing which is known not to constitute a legally authorized or adopted name or a listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party or is a contrived name used for advertising purposes, or to secure a preferential position in the directory, or is more elaborate than is reasonably necessary to identify the listed party.

A. Non-Listed Telephone Number

At the customer's request, non-listed telephone service will be furnished which will provide for the omission or deletion of the customer's telephone number from the telephone directory. The telephone listing will be available through directory assistance and other records that will be given to any calling party. Charges for non-listed telephone numbers are as specified in 4.8.1 following.

B. Non-Published Telephone Number

At the customer's request, a non-published telephone service will be furnished which will provide for omission or deletion of the customer's telephone number from the telephone directory and from the directory assistance records. The Company will make every effort to prevent disclosure of non-published numbers but will not be liable should such number be divulged inadvertently. When a call is placed to the Emergency 9-1-1 Service and the source of the call or the location of the call is associated with a non-published telephone number, the Company will release (to the appropriate local government authority responsible for the Emergency 9-1-1 Service), the name and address of the calling party and/or the name and address associated with the emergency location, where such information can be determined. Charges for non-published telephone numbers are as specified in 4.7.1 following.



## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)4.8.1 Rates and Charges

Additional Listing -Normal exchange business	\$1.25/month
Additional Listing -Normal exchange residence	\$1.00/month
Additional Listing -Foreign exchange business	\$1.90/month
Additional Listing -Foreign exchange residence	\$1.60/month
Non-List Number	\$1.25/month
Non-Published Number	\$2.00/month

4.9 Custom Calling Services4.9.1 Individual Features

## A. Description of Services

1. ANONYMOUS CALL REJECTION (ACR) allows subscribers to reject calls from parties who have a privacy feature that prevents the delivery of their calling number to the called party (i.e. Calling Number Delivery Blocking). When ACR is active, the customer receives no alerting for a call that is rejected; the call is routed to a denial announcement and subsequently terminated. ACR could help to ensure the personal privacy of residential customers who would rather not receive calls on which the calling number is deliberately made private. This service is included with calling number delivery and calling name delivery and is available to non-CND subscribers.
2. CALL FORWARDING is an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance charges. These calls are also subject to transmission limitations.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

3. CALL HOLD allows a subscriber to place any call in progress 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 by dialing a feature code. If a second call is established, the subscriber who initiates it may alternate between calls. The two calls may not be conferenced, and only one call may be held at a time. The Call Hold feature is activated by flashing the switchhook and dialing the access code. Not compatible with call waiting feature.
4. CALL RETURN, “\*69” is an incoming call management feature that enables a subscriber to dial an access code and have a call automatically returned to the last calling party.
5. CALLER ID-ADVANCED\* is a terminating feature which allows a subscriber to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. For calls originating from a line within a multi-line hunting group, only the main telephone number and name will be delivered. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID Advanced customer from seeing the calling telephone number and name display by activating Per Call Calling Number Blocking.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

6. CALL WAITING ID\* is a terminating feature which allows a subscriber who is off-hook with one party to receive identifying information about a second party on a waiting call. The information may consist of the calling party's name and/or telephone number. The calling telephone number and/or name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. For calls originating from a line within a multi-line hunting group, only the main telephone number and name will be delivered. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID Deluxe customer from seeing the calling telephone number and name display by activating Per Call Calling Number Blocking.
7. CALLING NUMBER DELIVERY BLOCKING\* allows a subscriber to change the status of his/her line for the duration of one call by dialing an access code prior to making a call. After the call is completed the subscriber's line returns to its normal identifying status. When the calling party uses this blocking capability, the customer will receive an indication that the display of the calling telephone name and number has been suppressed. There is no charge for using Per Call Blocking.

\*Note: These services are available through Citizens switch and may not be available for certain classes of service or for foreign service (i.e. foreign exchange local service) where the serving office does not offer the service capability.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

8. CALL TRANSFER allows a subscriber to transfer to another station by flashing the switchhook and dialing the transfer-to-number. The operation of this feature is similar to Three-Way Calling except that a disconnect by a transferring station does cause the parties to be disconnected.
9. CALL WAITING is an arrangement whereby a customer who is using an exchange line arranged for Call Waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have an alternate conversation between parties.
10. CANCEL CALL WAITING (CCW) allows a subscriber, on a per-call basis, to deactivate the Call Waiting feature by dialing an access code. Any new call attempting to terminate to the subscriber's line receives busy treatment, and the subscriber receives no Call Waiting tone. Call Waiting is automatically restored after the call is terminated. This service is included with Call Waiting service at no additional charge.
11. CALL WITHIN enables a subscriber with a private line to ring his/her extensions, including off premises extensions, by dialing his/her own telephone number.
12. CUSTOMER ORIGINATED TRACE allows subscribers to automatically trace the last incoming call. By dialing an activation code after a nuisance call has been received, a subscriber can have the calling number traced. The result of the call trace is automatically sent to the Telephone Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Telephone Company is not liable for damages if, for any reason, the call trace attempt is not successful. This data is kept on file for no longer than a period of one year.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

13. **DISTINCTIVE RINGING/CALL WAITING INDICATION (DRCW)** allows a subscriber who has more than one service in their household to place a different ringing pattern on one of their lines. This is applicable to additional dial tone lines, or the Teen Line feature.

14. **DO NOT DISTURB (DND)** allows a subscriber to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement (RCAN). The Central Office Switch allows this feature to be implemented in one of three ways:

- a. Without Personal Identification Number (PIN) override option which re-routes all incoming calls to a busy tone or recorded announcement without override capability.
- b. With PIN override, fixed option (Telephone Company administers the PIN) all incoming calls receive either a special tone or recorded announcement. Upon successful entry of a valid PIN by the caller, the call will be completed to the DND subscriber's line.
- c. With PIN override, variable option (set and changed by the subscriber) all incoming calls receive either a special tone or recorded announcement. Upon entry of a valid PIN by the caller, the call will be completed to the DND subscriber's line.

**DO NOT DISTURB - DISTINCTIVE DIAL TONE** provides a distinctive dial tone (DDT), a high tone, to remind subscribers that they have the Do Not Disturb feature activated.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

- a. Do Not Disturb - allows a subscriber to prevent incoming calls from ringing at his/her station by diverting calls to a tone or recorded announcement. This capability is utilized in conjunction with the Do Not Disturb feature and may be implemented as a per System and/or Business Group option.
- b. DO NOT DISTURB - PIN OVERRIDE allows the calling to override the DND feature using the subscribers Personal Identification Number (PIN). This feature may be assigned on a per line basis to lines with DND.

15. GROUP RING-FIND ME (GRFM) feature provides a user an administrable list that contains up to 6 numbers. On an incoming call to a GRFM user's directory number (DN), the GRFM user's phone plus the phone numbers on the user's GRFM list are rung simultaneously if the GRFM is not busy. The GRFM user or any of the phone numbers on the list can answer the incoming call. Upon answer, the calling party is connected to the phone number that answers the call first, and the remaining phone numbers are disconnected from the call. Phone numbers placed on the list do not need to be switch resident and may result in toll charges, which will be billed to the owner of the GRFM list.

16. HOT LINE CALLING SERVICE automatically routes all calls from your phone to pre-determined number with no dialing. Hot Line Calling is the perfect feature for businesses that need direct lines - for example, a cab company that needs direct lines from airports and hotels. Hot Line Service can also be used to automatically connect disabled persons with the telephone operator for assistance in making telephone calls. The Hot Line telephone does not have a dial. When the receiver is lifted, the call is automatically routed to a predetermined telephone number.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

17. PRIORITY RINGING allows a subscriber to program the telephone line to ring with a different ringing pattern for a select list of calling numbers and with a normal ringing pattern for all other calling numbers. In addition, for subscribers with the Call Waiting service, a different Call Waiting tone is generated when the line is called by a number in the subscribers select list. This feature is activated by the customer dialing \*61.
18. REPEAT DIALING is an outgoing call management feature, which allows subscribers who reach a busy station to dial an activation code to call the station back when it becomes idle.
19. SELECTIVE CALL ACCEPTANCE screens incoming calls by allowing subscribers to program a list of up to six directory numbers from which they are willing to accept calls. Calls from numbers not contained on the list are routed to a rejection announcement.
20. SELECTIVE CALL FORWARDING (SCF) allows a subscriber to create a list of up to six calling directory numbers that are to be call forwarded. The SCF subscriber specifies the incoming calls that are to receive special treatment by including their directory numbers on a screening list. Thus, when a subscriber activates SCF, and a Call originates from a directory number that appears on his/her SCF screening list, the call is forwarded to the subscriber specified remote station. All other calls that do not appear on the SCF screening list terminate as normal. Charges for Local or Long Distance calling may apply.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

21. SELECTIVE CALL REJECTION (SCR) allows a subscriber to create a list of up to six specific directory numbers from which they do not wish to receive calls. SCR can also be used to block calls from a directory number after an undesirable call has been received (even without knowing the calling number). All calls that originate from directory numbers on the SCR screening list are intercepted and rerouted to a rejection announcement. Numbers blocked are available for display with the proper equipment and will compromise non-listed and non-published numbers captured as undesirable calling numbers.
23. SPEED CALLING is an arrangement that provides for the calling of telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or a thirty-code capacity, but not both on the same line.
24. TEEN LINE service provides a unique second number to use an existing service line and identify itself by a distinct ringing pattern different from the main number. The service is categorized based on the main number line distinction, business or resident. The service includes one directory listing for the secondary number. One Teen Line charge applies for each additional number routed to the main service number. The maximum number of Teen Line that can be connected to a main number is limited to the number of available distinctive ringing codes. Service conflicts may limit availability of certain Centrex and custom call features.



## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)

## A. Description of Services (Cont'd)

25. **TELEMARKETING DO NOT DISTURB** provides subscribers an alternative method of handling telemarketing calls. This feature allows subscribers to intercept callers trying to terminate to their lines with an announcement stating, "You have called a number which does not accept calls from telemarketers. All other callers may press '1' if they wish to complete the call." If telemarketers complete the call, they will be in violation of FCC rules and are subject to prosecution. If any other digit is dialed, intercept treatment is provided to the calling party and the call connection is not completed. With Call Forwarding and Call Waiting, the Do Not Disturb feature takes precedence. Not available with Centrex or Hunt Groups. This feature is offered in two variations:

- a. Advanced: will intercept only callers not transmitting caller information ("Private" or "Unavailable").
- b. Basic: will intercept all incoming calls.

26. **THREE-WAY CALLING** permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations.

\*Note: Transmission may not be satisfactory on all three-way and call forwarding connections.

27. **VOICE/DATA PROTECTION (VDP)** allows a subscriber to inhibit intrusion features such as Call Waiting and Operator Verification that are directed to his/her line when it is busy. VDP prevents data transmission errors typically caused by the interruption tones associated with such intrusion features. For added convenience, the activation/deactivation of the VDP feature may be either subscriber controlled (variable) single activation/deactivation codes or telephone company controlled (fixed) to protect all calls. Subscriber controlled VDP will remain activated until it is deactivated.

28. **VOICE/DATA PROTECTION DISTINCTIVE DIAL TONE** provides a distinctive dial tone (DDT), a high tone, to remind

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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4.9 Custom Calling Services (Cont'd)4.9.1 Individual Features (Cont'd)A. Description of Services (Cont'd)

subscribers that they have the Voice/Data Protection feature activated.

The Voice/Data Protection feature allows a subscriber to inhibit intrusion features as Call Waiting, pad Switching, Test Access, and Operator Busy Verification while the subscriber is off-hook.

29. WAKE-UP SERVICE OR SCHEDULED RECALL allows a subscriber to dial an access code, receive second dial tone, and then dial a time at which a wake-up call is desired. At the entered time, a call is automatically attempted to that line and, when the call is answered, a tone or an optional announcement is applied to that line. The time must be entered in 24-hour format, e.g., 6:30 p.m. is 1830. The subscriber can cancel or change a wake up request once it is entered. The request must be entered daily.

30. With WARM LINE SERVICE, your telephone can be connected to a predetermined number of your choice without dialing. Warm Line service can route your call automatically to another local telephone number, to a long distance number or to the "operator". Once selected, the Warm Line number cannot be changed except through arrangement with our Service Department. Using Warm Line Calling- Simply lift your receiver and the predetermined number is automatically dialed after about three seconds. For regular calling, just begin to dial the number you wish to call within three seconds after lifting the receiver.

4.9.2. Special Feature PackagesA. Description of Packages

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

1. The CITIZENS ULTIMATE PACKAGE consists of the customer's choice of any or all of the following calling features: Anonymous Call Rejection, Call Forward-All, Call Forward Busy, Call Forward-No Answer, Call Hold, Call Return/\*69, Call Transfer, Call Waiting, Caller ID Deluxe, Caller ID Name and Number, Do not Disturb, Do not Disturb/PIN, Repeat Dialing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling\*\* (8 or 30 digits), Teen Line (1 number), Telemarketing Screening, Three-Way Calling, Voice Mail, Voice/Data, Protection, and Warm Line Service. Employees may receive the Ultimate Package at a discounted rate, see pricing, 4.9.3, B, 1.
2. The CITIZENS ADVANTAGE PACKAGE consists of the customer's choice of Caller ID Name and Number or Voice Mail, plus any of the following calling features: Anonymous Call Rejection, Call Forward-All, Call Forward Busy, Call Forward-No Answer, Call Hold, Call Return/\*69, Call Transfer, Call Waiting, Do not Disturb, Do not Disturb - PIN, Repeat Dialing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling\*\* (8 or 30 digits), Telemarketing Screening, Three-Way Calling, Voice/Data Protection, and Warm Line Service.

\*\*Note- This is a de-tariffed service.

#### 4.9.3 Custom Calling Service(s) Rates

##### A. Individual Feature Rates

Line Equipped	Per Use	Per Month Per
1. Anonymous Call Rejection*(1)		1.00
2. Call Forwarding*(1)		
a. Variable*(1)		1.30
b. Busy Line/Don't Answer*(1)		1.50
c. Remote Activation (any type)	0.50	

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

3. Call Hold		1.00
4. Call Return, “*69” *(2)*(4)	0.50	2.00
5. Caller ID-Advanced*(1)*(3)		6.00
6. Call Waiting ID *(1)*(3)		6.00
7. Calling Number Delivery Blocking		0.00
8. Call Transfer		1.75
9. Call Waiting		1.75
10. Cancel Call Waiting*(1)		0.60
11. Call Within		0.00
12. Customer Originated Trace*(4)	1.00	
13. Distinctive Ringing/Call Waiting Indication		1.50
14. Do Not Disturb (with or without DDT)		1.50
a. With PIN Override		2.00
15. Group Ring Find Me		3.50
16. Hot Line Service		1.50
17. Music On Hold		2.00
18. Priority Ringing		1.50
19. Repeat Dialing*(2)	0.50	1.00

## Local Exchange Tariff

DESCRIPTION OF SERVICES AND RATES (CONT'D)

20. Selective Call Acceptance		2.00
21. Selective Call Forwarding		2.00
22. Selective Call Rejection*(2)		2.00
23. Speed Calling		
a. Eight Code Capacity		N/R
b. Thirty Code Capacity		N/R
24. Teen Line		3.50
25. Telemarketing Do Not Disturb		
a. Basic		3.00
b. Advanced		3.50
26. Three-way Calling*(4)	0.50	1.80
27. Voice/Data Protection (with or without DDT)		0.50
a. with Call Waiting		0.00
28. Wake Up Service/Scheduled Recall		1.50
29. Warm Line Service		1.75

\*Note 1 - Rate for individual feature does not apply in certain feature combination. See description of service

\*Note 2 - The Telephone Company will try to prevent the disclosure of non-published numbers, but will not be liable should such number be divulged through any custom call feature which captures the number from an incoming call from the non published number.

## Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

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\*Note 3 – Multi-line systems will be offered quantity discounts on an ICB.

\*Note 4 - Usage sensitive features.

B. Special Feature Package Rates:

Per Month Per Line Equipped

1. Citizens Ultimate Package	12.95
2. Citizens Advantage Package	8.95

Local Exchange Tariff

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DESCRIPTION OF SERVICES AND RATES (CONT'D)

Reserved for future use.

## Local Exchange Tariff

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**Section 5. CENTREX SERVICE****5.1 Digital Centrex Service, Service Description**

- A. Digital Centrex Service is a central office communications system package provided in association with individual line exchange business and residence services furnished from digital central office equipment located in Company buildings. Digital Centrex Service is not provided in association with public or semi-public telephone service, or party line service. Digital Centrex Service provides additional line features and is provided in addition to the Digital Centrex Access Connection Service shown in Section 5.2 of this Tariff.
- B. Digital Centrex Service is intended to satisfy the intercommunications requirements of single business end users having single or multiple physical addresses. Digital Centrex Service is priced and continually provisioned based upon a single business end user. Volume discounts apply per location.
- C. Digital Centrex Service is offered as a customer option and will be provided subject to the availability of facilities and central office equipment as determined by the Company.
- D. The minimum charge for the Digital Centrex Access Connection Service as provided in this Tariff shall be one month.
- E. A combination of business and residence lines in a digital Centrex system is not allowed. All exchange lines in a Digital Centrex system must have the same billing arrangement either flat rate or OLCF where offered.
- F. All terminal equipment on the customer premises shall be provided by the customer. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the Company.
- G. Suspension of Digital Centrex Service is not allowed.



## Local Exchange Tariff

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CENTREX SERVICE (CONT'D)

- H. End User Charges will apply for each Access Connection to the network and for each Centrex Connection.

5.2 Digital Centrex Access Connection Service

- A. Digital Centrex Access Connection Service provides direct network access associated with the provision of Digital Centrex Service. The quantity of the access is specified by the customer at the rates shown in Section 5.4 of this tariff.
- B. Digital Centrex Access Connection Service is two elements: (1) the Access Connection at the applicable PBX or key trunk rate as shown in Section H3 of this tariff, and (2) the applicable touch call rate for each trunk specified.
- C. Digital Centrex Access Connection Service does not provide any features, functions or intercom connections. These Access Connection arrangements are basic requirements to those Centrex enhancements.

5.3. Optional Features5.3.1 Custom Calling II Features

Custom Calling II services are a group of central office-based call management features that forward the calling party's number to a terminating central office allowing customers to effectively manage their call flow. Custom Calling II services work only on calls that originate and terminate within Custom Calling II equipped offices, i.e., calls within a single Custom Calling II equipped office, or calls between Custom Calling II equipped offices linked by Signaling System 7 (SS7) network technology.

## Local Exchange Tariff

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CENTREX SERVICE (CONT'D)5.3.2 Regulations

- a. A Custom Calling II customer may employ available Custom Calling II features only under the following conditions:
  - (1) When both the Custom Calling II customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to Custom Calling II.
  - (2) When both the Custom Calling II customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number or name even if the other party does not subscribe to Custom Calling II.
- b. Certain features require the availability of multiple Access Connections and may, therefore, affect the total number of Access Connections required.

5.3.3 Features

- a. Return Call - By dialing the Return Call activation code, the subscriber directs the central office to recall the telephone number of the last incoming call to the subscriber's telephone. Activation must occur before another incoming call or the subscriber receives a call waiting indication. Return Call allows the subscriber to return a call without knowing the number of the calling party.

If the recalled number is busy, the central office will monitor the status of that line for up to 30 minutes. When the line becomes available, the subscriber will be signaled with a distinctive ring. When the subscriber lifts the handset, the call will be automatically dialed.

## Local Exchange Tariff

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CENTREX SERVICE (CONT'D)

- b. Repeat Dialing - By dialing the Repeat Dialing activation code, the subscriber directs the central office to recall the telephone number of the last outgoing call from the subscriber's telephone. Activation must occur before another outgoing call is placed by the subscriber. The central office will redial the telephone number whether the original call was answered, unanswered or busy.

If the redialed number is busy, the central office will monitor the status of that line for up to 30 minutes. When the line becomes available, the subscriber will be signaled with a distinctive ring. When the subscriber lifts the handset, the call will be automatically dialed.

- c. Caller ID - An arrangement that allows the subscriber to view the telephone number of an incoming call before answering. After the first ring, the central office sends the telephone number of the calling party as well as the current month, day, hour and minute. If the incoming call is handled by an operator or is from outside a Caller ID equipped calling area, the calling number will not be displayed.

The Caller ID display feature requires a telephone set or an adjunct unit capable of recognizing and displaying the calling telephone number sent from the central office.

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.

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.

Caller ID is not available on operator-handled calls.

## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

The monthly recurring rate for Caller ID, as specified in Section 5.4, will be applied to each Centrex Connection in a customer group terminating in a proprietary business set equipped with a built-in display.

- d. Caller ID with Name - An arrangement that allows the subscriber to view the telephone number of the line used by the calling party and the name (up to 15 characters) associated with the directory listing. After the first ring, the central office sends the telephone number and name of the calling party as well as the current month, day, hour and minute. If the incoming call is handled by an operator or is from outside a Caller ID with Name equipped calling area, the calling number and name will not be displayed.

The Caller ID with Name display feature requires a telephone set or an adjunct unit capable of recognizing and displaying the calling telephone number and name sent from the central office.

If the incoming call is from a caller served by a PBX, only the main number or name of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number or name transmitted will always be the main number or name of the hunt group. Caller ID with Name is not available on operator-handled calls.

- e. Per Call Blocking - Allows a calling customer to block the display, or delivery, of his/her directory number or name associated with a terminating or called party set which has Caller ID or Caller ID with Name as a purchased feature.

Activation of this feature is affected by dialing an activation code prior to placing a call. When the caller hangs up the feature is deactivated.

Per Call Blocking is available at no charge to all customers where SS7 Trunk Signaling is available.

## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

Per Call Blocking will be provided in connection with single line residence (R-1), single line business (B-1) and Centrex service. Party line, PBX, and Payphone Line Service are excluded.

Per Call Blocking will not prevent the transmission of the calling party number on services such as E911 and 800/888 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

- f. Anonymous Call Rejection (ACR) - An arrangement provided to Caller ID and Caller ID with Name customers that allows customers to reject receipt of calls where number or name delivery has been blocked. The calling party who has chosen to block number or name delivery will hear a recorded announcement stating that the called party will not accept number or name blocked calls. Anonymous Call Rejection will be available free of charge to customers who subscribe to Caller ID, or Caller ID with Name.

Like all Custom Calling II (CLASS) features, ACR will be provided based on the availability of facilities and equipment both at the serving central office and customers' premises.

- g. Selective Call Forward - An arrangement that allows a subscriber to selectively forward calls arriving from a list of up to 31 previously identified directory numbers to a remote destination number.

Calls that terminate on a line with this feature are forwarded only if the call is received from a telephone number that matches one of up to 31 numbers on the Selective Call Forward list. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

The Selective Call Forward list is a list created by the subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion. This feature can be deactivated at the subscriber's discretion.

- h. Selective Call Acceptance - An arrangement that allows a subscriber to selectively accept only calls arriving from a list of up to 31 previously identified directory numbers. A call will only be accepted when it is received from a telephone number that matches one of up to 31 numbers on the Selective Call Acceptance list. Calls from telephone numbers that do not match one of the 31 numbers on the Selective Call Acceptance list will be routed to an announcement stating that the called party does not wish to receive the call. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

The Selective Call Acceptance list is a list created by the subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion.

This feature can be deactivated at the subscriber's discretion.

- i. Call Block - An arrangement that allows a subscriber to selectively block calls arriving from a list of up to 31 previously identified directory numbers. A call will be blocked when it is received from a telephone number that matches one of up to 31 numbers on the Call Block list. Calls that are blocked will be routed to an announcement stating that the called party does not wish to receive the call. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

## Local Exchange Tariff

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CENTREX SERVICE (CONT'D)

The Call Block list is a list created by the subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion.

This feature can be deactivated at the subscriber's discretion.

- j. Signal Ring/Call Waiting - With Signal Ring/Call Waiting, incoming calls from multiple directory numbers can be identified by a distinctive ringing pattern. This feature is available only in those central offices with superimposed or

#### 5.4 Centrex Service Rates

The following rates are for Digital Centrex Access Connection Service only and are in addition to the applicable service charges, monthly rates and non-recurring charges for other associated services or equipment.

##### A. Access Connection

1. 1-100 Centrex lines - applicable Key Trunk Rate..... Current tariff trunk rate
2. 101 and over Centrex lines - applicable PBX Trunk rate ..... Current tariff trunk rate
3. The applicable business one party rate will apply when access is provided on a one-to-one basis for customers with the same number of Centrex lines as access connections to the network.

##### B. Touch Call

1. The applicable touch call is provided at no charge

## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

## C. Custom Calling II Features

As an option provided to the customer, Custom Calling II feature rates will be applied on a per line or per Centrex customer group basis, as shown below.

1. Return Call		Monthly Rate Per Centrex Customer Group
Number of Lines	Monthly Rate Per Lines	
1-10	\$ 3.50	\$ 20.00
11-50	2.50	100.00
51-100	2.25	225.00
101-400	2.00	700.00
401+	1.75	ICB

2. Repeat Dialing		Monthly Rate Per Centrex Customer Group
Number of Lines	Monthly Rate Per Lines	
1-10	\$ 3.50	\$ 20.00
11-50	2.50	100.00
51-100	2.25	200.00
101-400	2.00	650.00
401+	1.75	ICB



## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

## 3. Caller ID

Number of Lines:

1-10	\$ 6.00	\$ 35.00
11-50	5.00	175.00
51-100	4.00	275.00
101-400	3.00	650.00
401+	1.75	ICB

## 4. Caller ID with Name

Number of Lines:

1-10	\$ 7.00	\$ 40.00
11-50	6.00	200.00
51-100	5.00	300.00
101-400	4.00	ICB
401+	2.75	ICB

## 5. Per Call Blocking

0.00 N/A

## 6. Selective Call Forward

Number of Lines	Monthly Rate Per Lines	Monthly Rate Per Centrex Customer Group
1-10	\$ 4.00	\$ 30.00
11-50	3.50	150.00
51-100	3.00	250.00
101-400	2.75	900.00
401+	2.50	ICB

## Local Exchange Tariff

CENTREX SERVICE (CONT'D)

## 7. Selective Call Acceptance

Number of  
Lines

1-10	\$ 4.25	\$ 35.00
11-50	4.00	175.00
51-100	3.75	350.00
101-400	3.50	1,200.00
401+	3.25	ICB

## 8. Call Block

Number of  
Lines:

1-10	\$ 4.00	\$ 35.00
11-50	3.75	165.00
51-100	3.50	285.00
101-400	3.25	1,200.00
401+	3.00	ICB

## 9. Selective Call Forward

Number of Lines	Monthly Rate Per Lines	Monthly Rate Per Centrex Customer Group
1-10	\$ 4.00	\$ 25.00
11-50	3.00	120.00
51-100	2.75	250.00
101-400	2.50	900.00
401+	2.25	ICB

Local Exchange Tariff

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CENTREX SERVICE (CONT'D)

5.5 Service Charges

- A. Applicable service charges will apply where appropriate as set forth in Section 5.4 of this Tariff.
- B. Line Connection Charges will apply for each Access Connection.

Local Exchange Tariff

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CENTREX SERVICE (CONT'D)

Reserved for future use.

## Local Exchange Tariff

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**SECTION 6. SPECIAL ARRANGEMENTS****6.1 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. The Company will maintain records of its ICB contracts for Commission review as conditions or circumstances may require.

**6.2 Service and Promotional Trials****A. General**

The Company may make promotional offerings of its tariffed services, which may include reducing or waiving applicable charges for the promoted service. No individual promotion offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offering. The Company will submit its promotions, by letter, to the Commission staff outlining the promotion, listing the tariffed item being promoted, and the promotions start and end dates, in lieu of filing language in the tariff.

**6.3 Special Assembly**

The Company may provide local exchange service for a customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly. The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

## Local Exchange Tariff

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SPECIAL ARRANGEMENTS (CONT'D)6.4 Telecommunications Relay Service (TRS)

TRS enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission. The customer may access TRS via the Company by either TRS's toll free 800 number or by dialing the 711 service access code.

Local Exchange Tariff

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SPECIAL ARRANGEMENTS (CONT'D)

Reserved for future use

## Local Exchange Tariff

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**SECTION 7 PRIMARY RATE INTERFACE (PRI)****7.1 General**

- A. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is a local exchange offering supported by the ISDN architecture.
- B. ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. After purchasing the original 23 B-Channel plus one D-Channel configuration, the customer may purchase another Primary Rate Access Line and another Primary Rate Interface as well as additional B-Channels in increments of 12.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way trunks.

- C. ISDN-PRI Service provides network communication paths providing the end user with access to a variety of services and features including data, voice and video, which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
- D. Unless specified, the regulations for ISDN-PRI Service apply in addition to the General Regulations set forth in Section 2 of this tariff.



## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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7.2 Regulations

- A. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the customer's responsibility to provision.
- B. The Telephone Company shall not be responsible if changes in any of the equipment, operations or procedures of the Telephone Company utilized in the provisioning of ISDN-PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- D. The minimum service period for ISDN-PRI Service is six months.
- E. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service subscriber. Resale of this call identification information is prohibited by this tariff.
- F. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Telephone Company. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with 23 B-Channels and D-Channel. Additional ISDN-PRI Services arrangements are ordered with 24 B-Channels as specified in Section 7.6. The D-Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements.

## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)

After the first 23B + D PRI is purchased, a customer can purchase additional B-Channels in increments of 12. Additional Primary Rate Access Lines may be ordered in a 24B configuration. However, the Telephone Company recommends that the quantity of Primary Rate Access Lines supported by one (1) D-Channel not exceed four (4). The Telephone Company recommends the use of a backup D-Channel for the support of signaling beyond four (4) facilities.

- G. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Telephone Company has electronically compatible facilities available, or where existing facilities can be made electronically compatible.
- H. Rotary hunt functionality, at no additional charge, is available with ISDN-PRI Service. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-channel. The functionality is exclusively within the B-channels of a single ISDN-PRI service arrangement or between multiple ISDN-PRI service arrangements and is not allowed between ISDN-PRI service arrangements and other services, including but not limited to, Business Individual Line Service.
- I. ISDN-PRI Service is not offered in conjunction with Local Measured Service.
- J. In order to maintain the quality of ISDN-PRI Service, the Telephone Company reserves the right to perform preventative maintenance and software updates to the network. The Telephone Company has classified this maintenance as indicated below:

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Telephone Company will perform these tasks in a maintenance window that is anticipated to minimize

Demand Maintenance

Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Telephone Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

7.3 Definitions

- A. B-Channel – A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
- B. D-Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

7.4 Features

- A. Standard Features

Incoming Call Identification (Caller ID)

Provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX.

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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Clear Channel Capability

The B-Channels on ISDN-PRI are clear, 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. All voice calls are transmitted using digital signaling.

Direct Inward Dialing (DID) Signaling

Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN charges.

PBX Station ID Capability

Allows the station users number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

B. Optional FeaturesD-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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Incoming Call Identification (Caller ID Name and Number)

Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The customer's equipment must be compatible with this service.

Circular Hunt

Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities.

National ISDN-2 Protocol

National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

E911 Call Screening

E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Automatic Location Identification (PSALI) Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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7.5 Service Components

- A. The components for ISDN-PRI Service will be as follows:
- Primary Rate Access Line
  - Primary Rate Interface
  - Primary Rate Channels
1. Primary Rate Access Line - Will provide a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability.
  2. Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps.
  3. Primary Rate Channels - Will provide unlimited usage of channel that will allow either voice or data transmission up to 64 Kbps.
    - a. Voice calls may be completed to both ISDN and non-ISDN lines.
    - b. Data Transmission on the B-Channels is 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
- B. With the first ISDN-PRI Primary Rate Access Line, the customer is required to purchase 23 B-Channels and an initial D-Channel. After the initial 23B + D configuration, the customer may choose channels in increments of 12 up to twenty-three B + D or twenty-four B with NFAS, per ISDN-PRI Primary Rate Access Line (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS Lines) selected.

## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)7.6 Application of Rates

- A. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premises will be charged at rates per each Primary Rate Access Line.
- B. If the customer chooses to purchase additional channels after purchasing the original 23B + D configuration, the customer must purchase another Primary Rate Access Line and another Primary Rate Interface as well as the additional channels. Additional channels can be purchased in increments of 12.
- C. Rates and charges for optional features and functions are applied to each Primary Rate Interface for which the option is ordered.

7.7 Rates and Charges

- A. ISDN-PRI Primary Rate Access Line

Primary Rate Access Line is furnished between a serving central office and the customer's designated premises. Primary Rate Access Line charges apply per point of termination.

## 1. Primary Rate Access Line (Intraexchange)

	<u>Monthly Rate</u>	Nonrecurring Charge <u>First</u>	Nonrecurring Charge <u>Add'l*</u>
1.544 Mbps			
Month to month**	\$185.00	\$300.00	\$110.00
12-23 months	185.00	200.00	110.00
24-35 months	180.00	110.00	110.00
36-59 months	178.00	0.00	0.00
60-84 months	170.00	0.00	0.00

## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)

\* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

\*\* Minimum Service Period for ISDN-PRI is six months.

2. Primary Rate Access Line (Interexchange)

The rates, charges and regulations applicable to Interexchange Services, also apply for interexchange Primary Rate Access Lines.

B. Primary Rate Interface

	<u>Monthly Rate</u>	<u>Nonrecurring Charge First</u>
1. Primary Rate Interface		
One-Way Per ISDN-PRI Primary Rate Access Line (Data only or Voice and Data)		
Month to month**	\$151.00	\$230.00
12-23 months	150.00	130.00
24-35 months	149.00	20.00
36-59 months	148.00	0.00
60-84 months	147.00	0.00



## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2. Primary Rate Interface Two-Way Per ISDN-PRI Primary Rate Access Line		
Month to month	\$295.00	\$230.00
12-23 months	275.00	130.00
24-35 months	255.00	20.00
36-59 months	235.00	0.00
60-84 months	210.00	0.00

- C. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Telephone Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate. The initial configuration must be 23 B-Channels and 1 D-Channel. Additional configurations are outlined in Section 7.6 B of this tariff.

## 1. B-Channel Charge, each channel

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month to month	\$17.25	\$5.00
12-23 months	17.00	5.00
24-35 months	16.50	5.00
36-59 months	16.00	0.00
60-84 months	15.50	0.00

## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)

## 2. Initial D-Channel

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month to month	\$18.25	\$ 5.00
12-23 months	17.00	5.00
24-35 months	16.50	5.00
36-59 months	16.00	0.00
60-84 months	15.50	0.00

## D. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. D-Channel Backup* Each channel	\$ 50.00	\$ 20.00
2. Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
3. Circular Hunt** Per Primary Rate Interface	25.00	100.00
4. National ISDN-2 Protocol** Per Primary Rate Interface	0.00	0.00
5. E911 Call Screening** Per Primary Rate Interface (up to 100 Station numbers)	125.00	150.00

\* Available only to customers subscribing to more than one Primary Rate Interface.

\*\* Certain equipment restrictions apply.

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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## E. Move Charge

A Move Charge, per ISDN-PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This Move Charge is equal to the sum of the Primary Rate Access Line nonrecurring charge, Service Change Charge - Inside Moves and Premises Visit Charge specified in Section 7.7. F. 3.

## F. Service Connection Charges

1. Service Establishment Charges are applicable for each ISDN-PRI Primary Rate Access Line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The nonrecurring charges associated with service establishment are found in Section 7.7.F. 3.
2. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access Line. A Service Change Charge is applicable for each Primary Rate Access Line associated with the customer request (in lieu of a Service Establishment Charge).
3. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

## Local Exchange Tariff

PRIMARY RATE INTERFACE (PRI) (CONT'D)

	<u>Nonrecurring Charges</u>
a. Service Change Charge per Primary Rate Access Line	
1. For termination change at the same premises, physical, per Primary Rate interface	\$165.00
2. For termination change at the same premises, Programming, per Primary Rate Interface	\$ 35.00
b. Premises Visit Charge per Primary Rate Access Line or for an Inside move	\$125.00
 G. Termination Liability Charges	
1. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of ISDN PRI Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to sum of 50% of the payments remaining for the rest of the TDP. If Charges Applicable Under Special Conditions were applied to the service being terminated, any termination charge associated with Charges Applicable Under Special Conditions will also apply.	
2. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire ISDN PRI Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.	

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

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3. The customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.
4. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates. If the customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates.
5. When a service or rate element under a Term Discount Plan (TDP) arrangement is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested change to a Next Generation Service Offering of a separately tariffed service, Termination Charges will not apply when:

The service period of the new Term Discount Plan arrangement for the new service offering is a minimum period equal to or exceeding the remaining service period of the disconnected arrangement, whichever is greater, and

## Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

The service orders to install the new service and disconnect the old service are related together, there is no lapse in service between installation of the new service and disconnection of the existing service, and the service orders are for the same customer at the same location.

6. The Company will determine whether the replacement service qualifies as a next generation service offering.
7. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

Local Exchange Tariff

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PRIMARY RATE INTERFACE (PRI) (CONT'D)

Reserved for future use.

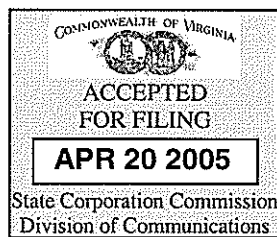
Local Exchange Tariff

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Reserved for future use.

(N)

Issued: April 19, 2005



Effective: May 19, 2005



Local Exchange Tariff

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Reserved for future use.

(N)

Issued: April 19, 2005



Effective: May 19, 2005

Local Exchange Tariff

SECTION 8. BUNDLED SERVICE OFFERINGS

(N)

8.1 General Description

This section contains optional bundled offerings of the Company that include regulated local exchange services along with regulated services under another tariff of the Company as well as nonregulated services such as Internet and Digital Television. Those services included in these bundles that are not covered by the Company's local exchange service tariff will be marked with the following symbol, "\*", where they appear in the service description and regulations in this special section of the tariff.

(N)

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**BUNDLED SERVICE OFFERINGS (CONT'D)**

(N)

**8.2 Descriptions**

**8.2.1 Citizens Movie MegaPak**

The Movie MegaPak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- 768k High-Speed Internet\*,
- Crest TV Programming Package with Local Channels\*, and
- Premium Movie Channels\*.

Citizens Movie MegaPak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens Movie MegaPak Monthly Rate #  
\$182.90

Special Arrangement Discounts

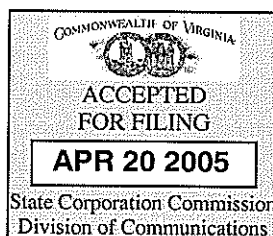
Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)



## Local Exchange Tariff

BUNDLED SERVICE OFFERINGS (CONT'D)

(N)

8.2 Descriptions (Cont'd)

## 8.2.2 Citizens MegaPak

The MegaPak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- 768k High-Speed Internet\*, and
- Crest TV Programming Package with Local Channels\*

Citizens MegaPak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens MegaPak Monthly Rate #  
\$137.90

Special Arrangement Discounts

Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

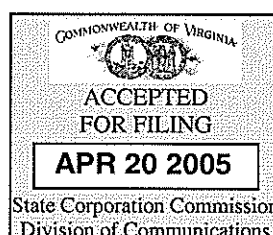
<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)

Issued: April 19, 2005



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Local Exchange Tariff

BUNDLED SERVICE OFFERINGS (CONT'D)

(N)

8.2 Descriptions (Cont'd)

8.2.3 Citizens SuperPak

The SuperPak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- 384k High-Speed Internet\*, and
- Crest TV Programming Package with Local Channels\*

Citizens SuperPak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens SuperPak Monthly Rate #  
\$122.90

Special Arrangement Discounts

Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)



Local Exchange Tariff

BUNDLED SERVICE OFFERINGS (CONT'D)

(N)

8.2 Descriptions (Cont'd)

8.2.4 Citizens SmartPak

The SmartPak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- 384k High-Speed Internet\*, and
- Signature TV package with Local Channels\*

Citizens SmartPak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens SmartPak Monthly Rate #  
\$ 102.90

Special Arrangement Discounts

Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)

Issued: April 19, 2005



Effective: May 19, 2005

## Local Exchange Tariff

BUNDLED SERVICE OFFERINGS (CONT'D)

(N)

8.2 Descriptions (Cont'd)

## 8.2.5 Citizens SaverPak

The SaverPak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- 64k High-Speed Internet\*, and
- Signature TV package with Local Channels\*

Citizens SaverPak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens SaverPak Monthly Rate #

\$ 92.90

Special Arrangement Discounts

Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)

Issued: April 19, 2005



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Local Exchange Tariff

BUNDLED SERVICE OFFERINGS (CONT'D)

(N)

8.2 Descriptions (Cont'd)

8.2.6 Telephone and Television Crest Pak

The Telephone and Television Crest Pak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- Crest TV package with Local Channels\*

Citizens Telephone and Television Crest Pak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens Telephone and Television Crest Pak Monthly Rate #  
\$ 90.90

Special Arrangement Discounts

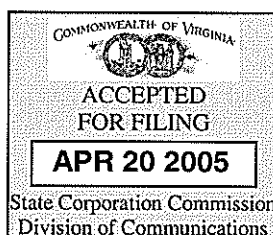
Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)





Local Exchange Tariff

**BUNDLED SERVICE OFFERINGS (CONT'D)**

(N)

**8.2 Descriptions (Cont'd)**

**8.2.7 Telephone and Television Signature Pak**

The Telephone and Television Signature Pak includes:

- Residential Local Telephone Service,  
(found in Basic Local Exchange Service, Section 4.1, of this tariff)
- Signature TV package with Local Channels\*

Citizens Telephone and Television Signature Pak is available to Customers subject to availability of facilities.

This optional Bundled Service offering requires a one-year commitment. A package Activation Fee of \$99.95 will be waived for customers fulfilling the initial year commitment. Customers failing to complete the initial year of commitment either through requested disconnection or for disconnection for non-payment will be billed a pro-rated portion of the Activation Fee based on the time remaining in the commitment. Customers discontinuing the bundle as stated in the preceding sentence who received free customer-premise equipment (CPE)\* must return the CPE in working condition within 15 days of disconnection or be billed the full replacement cost of the equipment.

Citizens Telephone and Television Signature Pak Monthly Rate #  
\$ 80.90

Special Arrangement Discounts

Discounts are available to customers who agree to Company automatic payment methods or electronic invoice.

<u>Special Arrangement</u>	<u>Monthly Discount</u>
Automatic Electronic Payment	\$1.50
Electronic Invoice	\$1.50

# Exclusive of any applicable taxes, surcharges and utility service fees

\* Not Regulated Under This Tariff

(N)

