

## GENERAL SERVICES TARIFF

Peoples Telephone Company  
Marketing under Service Mark of "TEC" (T)  
Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1  
Title Page  
2nd Revised Page 1  
Cancels 1<sup>st</sup> Revised Page 1  
Effective: 7/15/10

---

### TITLE PAGE

(T)

This tariff contains regulations and rates applicable for the furnishing of general telephone services and equipment and facilities associated with such services offered by the Peoples Telephone Company within this State. This tariff is on file with the Tennessee Regulatory Authority.

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

### EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issues cancelling the tariff page affected; such changes will be identified through the use of the following symbols:

(C) to signify changed regulation

(D) to signify discontinued rate, regulation, or text

(I) to signify increase

(M) to signify a move from one page to another with no change to text

(N) to dignify new rate, regulation, or text

(N)

(R) to signify reduction

(T) to signify a change in text but no change in rate or regulation

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

## GENERAL SERVICES TARIFF

Peoples Telephone Company  
Marketing under Service Mark of "TEC" (T)  
Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1  
Title Page  
2nd Revised Page 2  
Cancels 1<sup>st</sup> Revised Page 2  
Effective: 7/15/10

---

# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark  
Vice President  
Issued: 8/16/10

TRA Tariff 1  
Contents  
5<sup>th</sup> Revised Page 1  
Cancels 4<sup>th</sup> Revised Page 1  
Effective: 9/15/10

---

## TABLE OF CONTENTS

	(D)
1. Definition of Terms	
2. General Regulations	
3. Basic Exchange Service and Service Area Maps	
4. Service Charges	
5. Charges Applicable Under Special Conditions	
6. Directory Listings	
7. Coin Telephone Service	
8. Concurrences	(T)
9. Reserved for Future Use	(D)
10. Private Branch Exchange Service	
11. Miscellaneous Service Arrangements	
12. Intrastate Access Service Tariff	(T)
	(D)
	(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark

Vice President

Issued: 8/16/10

TRA Tariff 1

Subject Index

13<sup>th</sup> Revised Page 1

Cancels 12<sup>th</sup> Revised Page 1

Effective: 9/15/10

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
Abusive Language, Use of	2	7	
Additional Listing Charges	6	7	
Adjustment of Monthly Charges	2	21	(T)
Advance Payments	2	19	
Allowance for Interruptions	2	21	(T)
Alternate (Directory) Listings	6	10	
Application for Service Applicant has Past Due Account	2	8	
Application of Rates for Business and Residence Service	2	9	
Arrangements for Night, Sunday and Holiday Service	11	11	
			(D)
Attachments (Pole Attachment Rental)	5	3	
Availability of Facilities	2	8	(T)
 <b>BASIC LOCAL EXCHANGE SERVICE</b>	3	1	(T)
Basic Termination Charge	4	8	
			(D)
Broadcast of Recordings of Telephone Conversations	2	5	
Buried Construction on Private Property	5	5	(T)
			(D)
Buried Service	5	5	(T)
Business Designations	6	4	
Business Listings	6	3	
Business Rate Application	2	9	
 Cable Carrying Charge	11	4	
Cancellation of Application Prior to Completion of Work	4	8	
Caption Listings	6	9	
Centrex Service	11	9	
Change Business Service to Residence Service	2	11	
Residence Service to Business Service	2	11	
Change Charge	4	5	
			(D)
Change in Telephone Number Charge	4	5	

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 9/27/11

TRA Tariff 1

Subject Index

12<sup>th</sup> Revised Page 2

Cancels 11<sup>th</sup> Revised Page 2

Effective: 10/28/11

---

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
<b>CHARGES APPLICABLE UNDER SPECIAL CONDITIONS</b>	5	1	
Charges for Unusual Installations	5	8	
<b>COIN TELEPHONE SERVICE</b>	7	1	
Company Facilities at Hazardous or Inaccessible Locations	2	15	
Concessions	3	7	
<b>CONCURRENCES</b>	8	1	
Conference on Demand	11	36	(N)
Connections with Certain Facilities and/or Equipment of Others	2	28	
Certain Facilities of Subscribers	2	4	
Construction Charges	5	2	
Construction			
On Private Property	5	4	
On Public Highways or Other Easements	5	3	
Special Types	5	7	
Contiguous County Call Credits for Non BellSouth Customers	3	9	
County Seat Calling	3	9	
Custom Calling Services	11	21	
Customer-Provided Communications Systems	2	4	
Customer-Provided Terminal Equipment	2	4	

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Subject Index

Lera Roark

11<sup>th</sup> Revised Page 3

Vice President

Cancels 10<sup>th</sup> Revised Page 3

Issued: 8/16/10

Effective: 9/15/10

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
Damage to Subscriber's Premises	2	24	(T)
Defacement of Premises	2	25	(T)
<b>DEFINITION OF TERMS</b>	1	1	
			(D)
Deposits	2	19	(T)
Destruction of Telephone Equipment by Subscriber	2	14	(T)
			(D)
Direct-Inward Dialing (DID) Service	11	115	
Directories	2	14	(T)
<b>Directory Listings</b>	6	1	
- Additional Listing	6	7	
- Foreign Listings	6	8	
- Miscellaneous Listings	6	8	
- Temporary Listings (Tenants Sub-Leasing)	6	12	
			(D)
			(D)
Distance Learning Video Transport Service	8	8	(T)
Electric Power, Provision of	2	13	(T)
Enhanced Universal Emergency Number Service (E911)	11	13	
Establishment of Identity	2	4	
Exchange Service Area Maps	3	3	(N)
Explanation of Symbols	Title Page	1	
Explosive Atmosphere, Equipment in	2	25	(T)
Extension Access Locations	11	2	
Extension Line Mileage	11	3	
Facilities Furnished by Company	2	4	(N)
Flat Rate Service, Monthly Exchange Rates	3	2	
Floor Space, Electric Power and Operating at the Subscriber's Premises	2	13	(T)
Foreign Exchange Service and Foreign Central Office Service	8	1	
Foreign Listings	6	8	

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 4/12/12

TRA Tariff 1

Subject Index

12<sup>th</sup> Revised Page 4

Cancels 11<sup>th</sup> Revised Page 4

Effective: 4/01/12

---

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>
<b>GENERAL RULES AND REGULATIONS</b>	<b>2</b>	<b>1</b>
Hazardous Locations, Provision of Service	2	15
Health Care Providers Support Program	11	10
Impersonation of Another with Fraudulent Intent	2	6
In-Classroom Computer Access Service	11	40
Indemnifying Agreement	2	24
Indented Listings	6	8
Initial Service Periods	2	12
Installation Charges	4	6
Integrated Services Digital Network (ISDN)	11	49
<b>INTRASTATE ACCESS SERVICE TARIFF</b>	<b>12</b>	<b>1</b>
Key and Pushbutton Telephone Service	9	1
Late Payment Charge	2	22
Liability of the Company	2	24
Lifeline Assistance Program	3	10
Limitations and Use of Telephone Service	2	3
Listings, Directory	6	2
Limited Communication	2	5
Local Calling Areas	3	3

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 06/01/15

TRA Tariff 1

Subject Index

6<sup>th</sup> Revised Page 5

Cancels 5<sup>th</sup> Revised Page 5

Effective: 09/30/15

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
Long Distance Operator Service Requiring Telephone Dialing Assistance - IntraLATA / InterLata	8	6	(D)
			(D)
			(D)
Maintenance and Repairs	2	14	
Maintenance Service Charge	4	7	
Message Toll Telephone Service Concurrence	8	2	
			(D)
			(D)
Minimum Revenue Guarantee	5	6	
Miscellaneous Listings	6	8	
<b>MISCELLANEOUS SERVICE ARRANGEMENTS</b>	11	1	
Misuse of Directory Assistance	2	7	
Monthly Exchange Rates	3	2	
Move or Change of Existing Plant	5	8	



# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark  
Vice President  
Issued: 8/16/10

TRA Tariff 1  
Subject Index  
5<sup>th</sup> Revised Page 5.1  
Cancels 4<sup>th</sup> Revised Page 5.1  
Effective: 9/15/10

---

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
N11 Dialing Services	11	117	(D)
Non Listed Service - See Semi-Private Telephone Numbers	6	7	(T)
Non Payment, Cancellation of Service for	2	20	
Non Published Service - See Private Telephone Numbers	6	7	(T)
			(D)
Obligation to Furnish Service	2	8	(T)
Obscene, Profane or Abusive Language	2	7	
Operator Assisted Local Calls and Local Calling			
Card Service Calls	3	8	(T)
Optional Calling Plans	8	9	
Ownership of Equipment	2	13	(T)
			(D)
Payment Arrangements and Credit Allowances	2	19	(T)
Payment for Service	2	20	
Payphone Access Line	7	2	(T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Lera Roark

Subject Index

Vice President

7<sup>th</sup> Revised Page 6

Issued: 8/16/10

Cancels 6<sup>th</sup> Revised Page 6

Effective: 9/15/10

## SUBJECT INDEX

Subject	<u>Section</u>	<u>Page</u>	
			(D)
			(D)
Pole Line Construction			
On Private Property	5	4	
On Public Highways	5	3	
			(D)
<b>PRIVATE BRANCH EXCHANGE SERVICE (PBX)</b>	10	1	
Arrangements for Night, Sunday and Holiday Service	11	11	
PBX/PABX	10	2	
Trunk Lines Service	3	2	(T)
Initial Periods	2	12	(T)
Stations and Station Lines	10	2	
Private Line Services	8	8	(T)
Private Right-of-Way Required to Provide Service	5	4	
Private Telephone Numbers	6	5	
Provision and Ownership			
of Directories	2	14	(T)
of Equipment and Facilities	2	13	
of Telephone Numbers	2	14	(T)
			(D)
Pushbutton Telephone Service	11	129	(T)
Rearrangements of Existing Plant	5	8	
Recorded Public Announcements	2	5	
			(D)
			(D)
Recording of Telephone Conversations	2	5	
Reference Listings	6	8	
Refusal of Service for Indebtedness	2	8	(T)
			(D)
Remote Call Forwarding Service	11	110	
Repairs, Maintenance and	2	14	(T)
Resale of Service	2	3	(T)
Reserved For Future Filing			
Residence Listings	6	5	
Residence Rate Application	2	10	
Restoration Charge	4	7	
Ringer Limitations	2	17	(T)
			(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark

Vice President

Issued: 8/16/10

TRA Tariff 1

Subject Index

9<sup>th</sup> Revised Page 7

Cancels 8<sup>th</sup> Revised Page 7

Effective: 9/15/10

---

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>
Schools and Libraries Discount Program	11	9
Schools, Libraries and Health Care Programs	11	9
Selective Toll Restriction Services	11	19
Semi-Private Telephone Numbers	6	7
Service at Hazardous Locations	2	15
<b>SERVICE CHARGES</b>	4	1
Service Connection Charges	4	5
Service Irregularities, Liability for	2	24
Special Equipment	5	9
Special Service Arrangements	5	9
Special Types of Construction	5	7
Suspension of Business and Residence Service	2	15
Suspensions or Terminations for Nonpayment	2	6
Telephone Directories	2	14
Telephone Numbers	2	14
Temporary Installation	5	7
Temporary Listings	6	12
Temporary Service, Required Construction	5	7
Temporary Suspension of Telephone Service	2	15
Tenants Sub-leasing Subscriber's Premises	6	12
Termination Charge	4	8
Termination of Service	2	16
Third Party Service Provider Block	4	9
Tie Line Service	11	6
Tie Line Terminations	11	7
Trade Names	6	4
Transfer of Service Between Subscribers	2	18

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 01/06/12

TRA Tariff 1

Subject Index

12<sup>th</sup> Revised Page 8

Cancels 11<sup>th</sup> Revised Page 8

Effective: 02/06/12

---

## SUBJECT INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>	
Transmission of Data	2	27	
Transmitting Messages	2	6	
Trunk Lines	3	2	
Unauthorized Computer Intrusion	2	27	
Underground Service Entrances	5	7	
Unlawful Use of Service	2	6	
Unpaid Account B Application for New Service	2	8	
Unusual Installations, Charges for	5	8	
Use and Ownership of Equipment, Maintenance and Repairs	2	14	
Use of Subscriber's Service	2	3	
VoIP Traffic	12	3	(N)
Waiver of Service Connection Charges	4	7	
Wide Area Telecommunications Service	8	7	
Work Performed Outside Regular Working Hours	2	15	
711 Dialing Code for Telephone Relay Service (TRS)	11	124	

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark (T)

Section 1

Vice President

2<sup>nd</sup> Revised Page 1

Issued: 7/20/10

Cancels 1<sup>st</sup> Revised Page 1

Effective: 8/19/10

---

## 1. DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

**ACCESS LINE** – A telephone line reaching from the Company central office to a point on the customer's premises.

**ACCESSORIES** – Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

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

**ANSWER SUPERVISION** – This feature provides the capability of delivering "off hook" supervision signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").

**APPLICANT** – A person, firm, corporation or other organization applying for telecommunications service.

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

(D)

(D)

(N)

(N)

(D)

|

(D)

(N)

|

|

(N)

(D)

|

|

|

|

|

(D)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 2

Cancels 1<sup>st</sup> Revised Page 2

Effective: 8/19/10

---

### 1. DEFINITIONS

**AUXILIARY LINE** – An additional individual line main station used for one-way (inward to the subscriber) service.

**BASE RATE** – The rate for primary classes of exchange service which does not include zone or mileage charges.

**BASE RATE AREA** – A specific area within an exchange area as set forth in the Company's tariffs, maps or descriptions. Local Exchange Service within this area is furnished at uniform rates without extra mileage charges.

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

**BUSINESS SERVICE** – Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature.

**CALL** – An attempted or completed communication.

**CALLING CARD** – Denotes a billing arrangement by which a Long Distance call may be charged to an authorized calling card number.

**CANCELLATION CHARGE** – A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved. (T) (M)  
(M)

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

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 1

Lera Roark (T)

2<sup>nd</sup> Revised Page 3

Vice President

Cancels 1<sup>st</sup> Revised Page 3

Issued: 7/20/10

Effective: 8/19/10

---

## 1. DEFINITIONS

**CENTRAL OFFICE CONNECTING FACILITY** – Denotes a facility furnished to an Other Common Carrier by the Company (in accordance with the Company's facilities for Other Common Carrier's tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

**CENTRAL OFFICE LINE** – A circuit directly connecting an individual main station or private branch exchange switchboard or an intercommunicating system with a central office.

(D)

|

|

|

|

|

|

(D)

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

**CHANNEL** – A path for communications between two or more stations, or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

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

**CLASS OF SERVICE** – A description of telecommunications service furnished a subscriber which denotes such characteristics as nature of use (Business or Residence) or type of rate (Flat Rate or Measured Rate).

(T)

(D)

**COMMISSION** – Tennessee Regulatory Authority (TRA)

(T)

(D)

(D)





## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 5

Cancels 1<sup>st</sup> Revised Page 5

Effective: 8/19/10

---

### 1. DEFINITIONS

(D)

(D)

**CONNECTING COMPANY** – A corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.

**CONSTRUCTION CHARGE** – A separate charge authorized in the tariff for construction of pole lines, circuits, facilities, etc.

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

**CONTRACT** – Refers to the agreement between a subscriber and the Company under which telecommunications services, and facilities are furnished subject to the rules and regulations specified in this Tariff.

**COST** – Cost when referred to in this tariff consists of cost of equipment, freight, taxes, cost of maintenance, cost of operation, general administration expenses, including taxes on the basis of average charges for these items, and any other item of expense associated with the particular situation. Installed cost includes cost of equipment and materials provided or used, plus labor, engineering, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

**COST OF EQUIPMENT** – Cost of equipment when referred to in this tariff consists of equipment cost, freight, taxes, cost of maintenance, cost of operation, general administration expenses, including taxes on the basis of average charges for these items, and any other item of expense associated with the particular situation.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 6

Cancels 1<sup>st</sup> Revised Page 6

Effective: 8/19/10

---

### 1. DEFINITIONS

**CPE** – See “Customer Provided Equipment”

(M1)

**CUSTOMER** – See Subscriber .

**CUSTOMER-OWNED COIN OPERATED TELEPHONE (COCOT)** – See Payphone Access Lines,  
Section 7.

(N)

(N)

(D)

(D)

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

**DATA ACCESS ARRANGEMENT** – A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in section “Connection with Customer-Provided Equipment and Facilities” of this tariff.

(D)

|

|

(D)

**DIRECTORY ASSISTANCE** – The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining telephone numbers. Directory Assistance does not provide telephone numbers associated with private (non-published) listings but does furnish numbers for semi-private (non-listed) listings.

(T)

|

|

(T)

**DIRECTORY ASSISTANCE CALL COMPLETION** – Directory Assistance Call Completion (DACC) will provide customers who obtain a telephone number from Directory Assistance the option of being connected to the number without having to hang up.

(N)

|

|

(N)

(M2)

M1 - The text previously on this sheet can now be found on Section 1 2<sup>nd</sup> Revised Page 2.

M2 - The text previously on this sheet can now be found on Section 1 2<sup>nd</sup> Revised Page 7.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 7

Cancels 1<sup>st</sup> Revised Page 7

Effective: 8/19/10

---

### 1. DEFINITIONS

**DIRECTORY LISTING** – The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station. (M)  
|  
(M)

1. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (N)  
|  
|  
|
2. Cross Reference Listing: The listing of a generally accepted name of a subscriber followed by a reference to another listing. |  
|  
|
3. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. |  
|  
|
4. Indented Listing: Indented listings are used where a subscriber has more than one listing for services under the same name at one or more locations. |  
|  
(N)

**DROP WIRE** – Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the NID.

(D)  
**EXCHANGE** – A basic geographical unit established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may consist of one or more central offices, together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

**EXCHANGE AREA** – The territory served by an exchange.

**EXCHANGE LINE** – Any line (circuit) directly or indirectly connecting an exchange station with a central office.

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

This text formerly appeared on Section 1 1st Revised Page 6.

The text previously found on this sheet can now be found on Section 1 2nd Revised Page 8.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 7

Cancels 1<sup>st</sup> Revised Page 7

Effective: 8/19/10

---

### 1. DEFINITIONS

This text formerly appeared on Section 1 1st Revised Page 6.

The text previously found on this sheet can now be found on Section 1 2nd Revised Page 8.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 8

Cancels 1<sup>st</sup> Revised Page 8

Effective: 8/19/10

---

### 1. DEFINITIONS

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

**EXTENSION AND PABX STATION MILEAGE** – The charges made for the additional circuit required to furnish such stations beyond the allowance distance from the main station or PABX switchboard. (M)

**EXTENSION LINE** – A circuit connecting a primary station with an extension station, or a circuit connecting a private branch exchange switchboard. An extension line may terminate on a key in lieu of an instrument. (M)

(D)

(D)

**EXTRA LISTING** – Any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled without additional charge in connection with his regular service.

**F. C. C.** – Federal Communications Commission (N)

**FLAT RATE SERVICE** – A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

(D)

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

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

(T)

**FOREIGN EXCHANGE SERVICE** – Telephone exchange service furnished to a subscriber from a central office of an exchange other than the exchange regularly serving the area in which the subscriber is located.

(D)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 1

Lera Roark (T)

2<sup>nd</sup> Revised Page 8

Vice President

Cancels 1<sup>st</sup> Revised Page 8

Issued: 7/20/10

Effective: 8/19/10

---

### 1. DEFINITIONS

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 1

Lera Roark (T)

2<sup>nd</sup> Revised Page 9

Vice President

Cancels 1<sup>st</sup> Revised Page 9

Issued: 7/20/10

Effective: 8/19/10

---

### 1. DEFINITIONS

(D)

(D)

**HARM** – Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to Company equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

**INDIVIDUAL LINE** – A classification of exchange service furnished under the tariff provision that no other subscriber shall be served by the circuit connecting such station with the central office.

(T)

(D)

|

|

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

(D)

**INSTALLATION CHARGE** – A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" or "non-recurring" charge.

(D)

|

|

|

|

|

|

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark (T)

Section 1

Vice President

2<sup>nd</sup> Revised Page 10

Issued: 7/20/10

Cancels 1<sup>st</sup> Revised Page 10

Effective: 8/19/10

---

## 1. DEFINITIONS

(D)

|

|

|

|

|

(D)

**LATE PAYMENT CHARGE** – A late payment charge is a charge applied to overdue charges on a subscriber's bill when the previous month's bill has not been paid in full prior to the next billing date.

(N)

|

|

**LIFELINE** – A low income assistance program, available to qualified residential subscriber's, which reduces monthly charges for local service through credits supported by federal and Company funds.

|

|

|

**LINE ACCESS CHARGE** – The charge for access line (excluding instrument charges) together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

(N)

**LINK-UP** – A low income assistance program, available to qualified residential subscribers, which reduces charges for connection of service through credits supported by federal funds.

(N)

**LOCAL CALLING AREA** – The area within which telecommunication service is furnished subscribers under a specific schedule of exchange rates and without toll (long distance) charges. A local calling area may include one or more exchange service areas, or portions of exchange service areas.

|

(N)

**LOCAL CHANNEL** – Applies to that portion of a channel which connects a station to an interexchanging channel. A channel connecting two or more stations within an exchange area.

**LOCAL EXCHANGE SERVICE** – A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

It includes the use of exchange facilities required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.

(D)

(D)



# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 11

Cancels 1<sup>st</sup> Revised Page 11

Effective: 8/19/10

---

## 1. DEFINITIONS

**LONG DURATION TOLL CALLS** – Calls which last a duration of a minimum of two successive midnights. Long Duration Toll Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded. (N)  
|  
|  
(N)

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

- a. Local Message: A message between stations within the same local service area.
- b. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge is made.

**MEASURED RATE SERVICE** – A classification of exchange service which includes an individual line with a monthly outward local usage allowance for a stipulated monthly charge. A charge for usage applies for outward local calls completed in excess of the allowance and is based on one or more of the following elements: number of calls, duration, time of day, day of week and distance between originating and terminating central offices.

**MILEAGE** – The measurement upon which charges are computed for extension tie, private lines and for lines serving exchange stations located outside the central office area of the connecting central office.

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

(D)  
|  
|  
|  
|  
|  
|  
(D)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 12

Cancels 1<sup>st</sup> Revised Page 12

Effective: 8/19/10

---

### 1. DEFINITIONS

**MOVE** – A transfer of telephone service and/or equipment from one location to another on the same premises where there is no interruption of service other than is incident to the work involved. Transfers of telephone service and equipment from one premise to another, or from one location to another on the premises involving a break in the continuity of service and resulting in cessation of local service charges are not considered as moves, but as new service connections and subject to the regular termination charges and service charges that may be applicable.

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

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

**NETWORK INTERFACE DEVICE (NID)** – The network interface device will be installed by the Company.

The NID is at the protector, however, until approved hardware is available, the interface will be located outside the customer's premises as close as practicable to the protector or equivalent. (T)

At the point of demarcation, all premises service will connect to the telecommunications network. (T)

The NID is a weatherproof enclosure consisting of a protector, a standard registration program jack or equivalent and an entrance bridging device provided by the Company as part of local exchange service lines, WATS, or Private Line Services.

The subscriber is not permitted to hard-wire (Direct Connect) to the network interface. An approved modular connecting entrance bridging device, allowing disconnection of customer-provided wire, must be utilized when connecting to the NID. (T)

(T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 1

Lera Roark

3<sup>rd</sup> Revised Page 13

Vice President

Cancels 2<sup>nd</sup> Revised Page 13

Issued: 7/20/10

Effective: 8/19/10

---

## 1. DEFINITIONS

**NON-RECURRING CHARGE** – A one time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly charges.

(D)

|

|

|

|

(D)

**POINT OF DEMARCATION** – The point of physical interconnection (connecting block, terminal strip, protector or remote isolation device) between the telephone network and the customer premises wiring. This point is part of the telephone network, provided and maintained by the Company under this Tariff. The location of this point is at the NID which is located outside at a point determined by the Company, which is accessible to the Customer.

(T)

**PREMISES (SAME)** – The term "same premises" shall be interpreted to mean: (a) The building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

In connection with inside moves, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 14

Cancels 1<sup>st</sup> Revised Page 14

Effective: 8/19/10

---

### 1. DEFINITIONS

**PRIMARY CLASS OF SERVICE** – Any of those classes of exchange service which the Company undertakes to furnish at any point within the base rate area at a rate common to all applicants for the same class. Primary classes of service may be furnished at points outside a base rate area at base rates plus zone or extra exchange line mileage, when appropriate, per approved tariffs on file with the Commission. (T)

**PRIVATE BRANCH EXCHANGE SERVICE (PABX SERVICE)** – A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.

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

1. PABX Station: A station connected with a PABX switchboard or PABX dial switching equipment.
2. PABX Extension Station: A telephone set which is bridged to the same line as the PABX station.
3. PABX Interior Station: A PABX station that cannot originate or receive calls outside the PABX either directly or through the PABX attendant.
4. PABX Trunk: A central office line (circuit) connecting a PABX system with a central office.

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

**PRIVATE LISTING** – Telephone number not listed in the telephone directory nor given out by the Company.

**PRIVATE RIGHT-OF-WAY** – A facility route granted to the Company on/or over private property. (T)

**PUBLIC TELEPHONE** – An exchange station, either attended or equipped with coin collecting device, designed and placed for use by the public in general, at locations chosen or accepted by the Company. (T)

(T)



## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 16

Cancels 1<sup>st</sup> Revised Page 16

Effective: 8/19/10

### 1. DEFINITIONS

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

**TARIFF** – The rates, charges, rules and regulations adopted and filed by the Company and approved by the TRA.

(T)

**TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM** – A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

(N)

**TELECOMMUNICATIONS SERVICES** – The various services offered by the Company as specified in this General Services Tariff and/or other Company Tariff.

**TELEPHONE NUMBER** – A designation assigned to a telephone service for convenience in operating.

(N)

**TEMPORARY DISCONNECTION** – An arrangement made at the request of the customer for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the customer's premises, as more specifically defined by the Tariff.

**TENNESSEE RELAY CENTER** – The Tennessee Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Toll messages are rated from the rate center of the calling party to the rate center of the called party.

(N)

(N)

GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 1

Lera Roark (T)

2<sup>nd</sup> Revised Page 17

Vice President

Cancels 1<sup>st</sup> Revised Page 17

Issued: 7/20/10

Effective: 8/19/10

---

1. DEFINITIONS

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

(M)  
|  
|  
|  
|  
|  
(D) |  
| |  
| |  
| |  
| |  
| |  
| |  
| |  
| |  
| |  
| |  
| |  
(D) (M)

This text formerly appeared on Section 1 1st Revised Page 16.

The text previously on this sheet can now be found on Section 1 2nd Revised Page 18.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)  
Vice President  
Issued: 06/01/15

TRA Tariff 1  
Section 1  
3<sup>rd</sup> Revised Page 18  
Cancels 2<sup>nd</sup> Revised Page 18  
Effective: 09/30/15

---

## 1. DEFINITIONS

**TOLL MESSAGE** – A message between stations in different exchange areas and furnished under the provisions of the applicable toll tariff.

(D)  
|  
(D)

**CALLING CARD CALL** – A toll message in which associated charges are billed to a calling card number assigned by a Company and issued to either the called or calling party.

(D)  
(D)

(D)  
(D)

**STATION-TO-STATION** – A toll message in which the user desires communication with anyone who answers.

(D)  
(D)



# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 1

2<sup>nd</sup> Revised Page 19

Cancels 1<sup>st</sup> Revised Page 19

Effective: 8/19/10

## 1. DEFINITIONS

**TOLL RATE** – The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges. (M1)  
(M1)

**TOLL SERVICE** – Toll service is that part of the total telephone service rendered by the Company which is furnished between subscribers in different exchange areas in accordance with the rates and rules specified in the toll tariffs. (M2)  
|  
(M2)

**TRA** – Tennessee Regulatory Authority (N)

**UNDERGROUND SERVICE CONNECTION** – A subscriber's "drop" wire which is placed underground from a pole line or an underground distributing cable. (M2)  
|

**UTILITY** – See Company |

**VISIT CHARGE** – See Maintenance of Service Charge, Section 4. |

(D) |

| |

| |

| |

| |

(D)(M2)

M1 - This text formerly appeared on Section 1 1st Revised Page 17.

M2 - This text formerly appeared on Section 1 1st Revised Page 18.

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1

SECTION 2

Lera Roark

2<sup>nd</sup> Revised Page 1

Vice President

Cancels 1<sup>st</sup> Revised Page 1

Issued: 8/16/10

Effective: 9/15/10

## 2. GENERAL RULES AND REGULATIONS (T)

	<u>CONTENTS</u>	<u>Page Number</u>	
2.1.	Application	3	
2.2.	Limitations and Use of Service	3	
1.	Use of Subscriber's Service	3	
2.	Establishment of Identity	4	
3.	Customer-provided Terminal Equipment and Communications Systems	4	
4.	Accessories Provided by the Subscriber	4	
5.	Broadcast of Recordings of Telephone Conversations	5	
6.	Recorded Public Announcements	5	
7.	Limited Communication	5	
8.	Transmitting Messages	6	
9.	Unlawful Use of Service	6	
10.	Cancellation of Service for Cause	6	
11.	Misuse of Directory Assistance Service	7	
2.3.	Establishment and Furnishing of Service	8	(T)
1.	Availability of Facilities	8	
2.	Application for Service	8	
3.	Application of Rates for Business and Residence Service	9	
4.	Initial Service Periods	12	
5.	Floor Space, Electric Power and Operating at the Subscriber's Premises	13	
6.	Provision and Ownership of Equipment and Facilities	13	
7.	Provision and Ownership of Directories	14	
8.	Provision and Ownership of Telephone Numbers	14	
9.	Maintenance and Repairs	14	
10.	Company Facilities at Hazardous or Inaccessible Locations	15	
11.	Work Performed Outside Regular Working Hours	15	
12.	Suspension of Business and Residence Service	15	
13.	Termination of Service	16	
14.	Ringer Limitations	17	
15.	Transfer of Service between Subscribers	18	(T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1

Section 2

Lera Roark

2<sup>nd</sup> Revised Page 2

Vice President

Cancels 1<sup>st</sup> Revised Page 2

Issued: 8/16/10

Effective: 9/15/10

---

## 2. GENERAL RULES AND REGULATIONS (T)

	<u>CONTENTS</u>	<u>Page</u> <u>Number</u>	
2.4.	Payment Arrangement and Credit Allowances	19	(T)
1.	Advance Payments	19	(T)
2.	Deposits	19	
3.	Payment for Service	20	
4.	Allowance for Interruptions	21	
5.	Late Payment Charge	22	(T)
2.5.	Liability of Company	24	(T)
1.	Service Irregularities	24	(T)
2.	Use of Facilities of Other Connecting Carriers	24	(T)
3.	Indemnifying Agreement	24	
4.	Defacement of Premises	25	
5.	Period for the Presentation of Claims	25	
6.	Equipment in Explosive Atmosphere	25	(T)
7.	Network Controls Signaling Compatibility	26	(N)
8.	Warranties	26	(T)
9.	Unauthorized Computer Intrusion	27	
10.	Transmission Data	27	(T)
2.6	Connections with Certain Facilities and/or Equipment of Others	28	(N)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1

Section 2

Lera Roark

2<sup>nd</sup> Revised Page 3

Vice President

Cancels 1<sup>st</sup> Revised Page 3

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.1 Application

The regulations specified herein are applicable to all communication services offered in this tariff by Peoples Telephone Company, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

(T)

#### 2.2 Limitations and Use of Service

(T)

##### 1. Use of Subscriber's Service

|

|

- a. Subscriber telephone service is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscribers household, except as the use of the service may be extended to persons temporarily subleasing a subscriber's residential premises.

(T)

(D)

|

|

|

|

|

(D)

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. The prohibition shall not apply to a subscriber who is engaged as a communications common carrier in a public telegram message business.

(T)

**POTS (Plain Old Telephone Service)** voice grade services are provided subject to industry standard voice grade equivalent lines as set forth by the Universal Service guidelines for voice services only. Voice grade services are not recommended for use as data transmission services and they do not guarantee or provide any specific bandwidth. Voice grade services do not guarantee any specific modem speeds when modems are connected to POTS voice grade services.

It is recommended that customers subscribe to digital data services, ISDN, Ethernet, high capacity services or other bandwidth services when specific modem speeds or bandwidth is required.

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 4

Vice President (T)

Cancels Original Page 4

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.2. Limitations and Use of Service (Continued)

##### 1. Use of Subscriber's Service (Continued)

(T)

- c. In view of the fact that the subscriber has exclusive control of his communications over the **facilities furnished** him by the Company, and of the uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such facilities by the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

##### 2. Establishment of Identity

(T)

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

##### 3. Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided further on in Section 2 of this tariff.

(T)

##### 4. Accessories Provided by the Subscriber

(T)

Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the Service for which they are furnished under this Tariff are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

(T)

(T)

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 5

Vice President (T)

Cancels Original Page 5

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.2 Limitations and Use of Service (Continued)

##### 5. Broadcast of Recording of Telephone Conversations (T)

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this tariff.

##### 6. Recorded Public Announcements (T)

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

- (1) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- (2) Subscribers transmitting factual public announcements such as Time, Stock Market quotations. Airline schedules and similar information are excluded from the preceding condition. (T)
- (3) Private telephone numbers will not be furnished for use with recorded public announcements.
- (4) Failure to comply with the provisions of this tariff shall be cause for termination of the service.

##### 7. Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions. (T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 6

Vice President (T)

Cancels Original Page 6

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.2 Limitations and Use of Service (Continued)

##### 8. Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company. (T)

##### 9. Unlawful Use of Service

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

The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. (T)

##### 10. Cancellation of Service for Cause

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

(1) Abandonment of the service.

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

(3) **Impersonation of another** with fraudulent intent. (T)

(4) (D)

(5) **Non-payment** of any sum due for exchange, long distance or other services. (T)

(6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

Section 2

Vice President

2<sup>nd</sup> Revised Page 7

Issued: 8/16/10

Cancels 1<sup>st</sup> Revised Page 7

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.2 Limitations and Use of Service (Continued)

##### 10. Cancellation of Service for Cause (Continued)

###### a. (Continued)

- (7) Use of service or facilities for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (8) The use of service or facilities or the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service.
- (9) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- (10) Any other violation of the Company's regulations.

- b. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of **obscene, profane or grossly abusive language** over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

##### 11. Misuse of Directory Assistance Service

The Company may limit or refuse the use of directory assistance to obtain a subscriber's listed name, address or telephone for any purpose other than to facilitate the making of a telephone call.



## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 2

Lera Roark

2<sup>nd</sup> Revised Page 8

Vice President

Cancels 1<sup>st</sup> Revised Page 8

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service

1. Availability of Facilities (T)
  - a. The Company's **obligation to furnish service** is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service. (M1)  
I (M1)
  - b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available for when the construction of the necessary facilities does not involve excessive costs.
  - c. When excessive cost are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5. except as otherwise specified.
2. Application for Service (T)
  - a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
  - b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the **payment of such indebtedness**. (T)
  - c. If telephone service is established and it is subsequently determined that either condition in **b.** exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness. (M2)  
I  
I (M2)

M1 - This text formerly appeared on Section 2 Original Page 7.

M2 - This text formerly appeared on Section 2 Original Page 9.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 9

Vice President (T0)

Cancels Original Page 9

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued)

#### 3. Application of Rates for Business and Residence Service (T)

- a. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.

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

- (1) Offices, stores, factories, mines and all other places of a strictly business nature.

- (2) Boarding houses, except as modified under 2.3.3.c.(2); offices or hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.3.3.c.(5), public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and in churches. (T)

Note: For the purpose of this tariff, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgement of the Company, they are not conducted primarily for business purposes and are listed as residences.

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.

(M)

|

|

(M)

This text formerly appeared on Section 2 Original Page 10.

The text previously found on this sheet can now be found on Section 2 2nd Revised Page 8.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 10

Vice President (T)

Cancels Original Page 10

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued)

#### 4. Application of Rates for Business and Residence Service (Continued) (T)

##### b. (Continued) (N)

(4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.

(5) Service Terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.

(6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under **2.3.3.c.(3)**.

(7) All other locations where the subscriber's primary use of the service is for business purposes. (T)

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

(1) Private residences where business alphabetical or classified telephone directory listings are not provided.

(2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed. (T)

(3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations. (T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1

Section 2

Lera Roark

2<sup>nd</sup> Revised Page 11

Vice President

Cancels 1<sup>st</sup> Revised Page 11

Issued: 8/16/10

Effective: 9/15/10

---

## 2. GENERAL RULES AND REGULATIONS (T)

### 2.3. Establishment and Furnishing of Service (Continued)

#### 3. Application of Rates for Business and Residence Service (Continued) (T)

##### c. (Continued)

- (4) Private stable or garage when strictly a part of the subscriber's domestic establishment.
- (5) College Fraternity houses where members of the fraternity lodge within the house.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

- d. **Changes from business service to residence service** are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as specified in **c.** preceding. (T)

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

- e. **Changes for residence to business service** may be made without change in telephone number, if the subscriber so desires. Service connection charges, which apply for such changes, are quoted in **Section 4** of this Tariff. (T)

- f. Subscribers who wish to reduce the chance of a change in their Local Exchange Carrier, IntraLATA and/or InterLATA toll service provider(s) without their express written or verbal consent my request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. (T)

(M)

|

|

(M)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 12

Vice President (T)

Cancels Original Page 12

Issued: 8/16/10

Effective: 9/15/10

## 2. GENERAL RULES AND REGULATIONS (T)

### 2.3 Establishment and Furnishing of Service (Continued)

#### 3. Application of Rates for Business and Residence Service (Continued) (T)

##### f. (Continued) (T)

Preferred Carrier Freezes shall be implemented or removed by one of the following three methods<sup>1</sup>:

- 1) In written form by the use of a Letter of Agency (LOA) that must conform with Rule 1220-4-2-.56(2)(a), The Tennessee Verification of Orders for Changed of Long Distance Carrier, or
- 2) Verbally with a call between the subscriber and the Company, or
- 3) Verbally with a three-way conference call between the Company, the subscriber, and the preferred carrier.

At the time a subscriber makes a request to the Company to place a freeze on their account, the Company will send the subscriber a confirmation letter. The Company does not guarantee that by placing a freeze on the subscriber's account that the preferred carrier cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if the preferred carrier is changed without the subscriber's consent as long as the Company has fully complied with the requirements specified in Rule 1220-4-2-.56(2), The Tennessee Verification of Orders for Changes in Long Distance Carriers.

#### 4. Initial Service Periods

- a. Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of the service.
- b. The initial service period for PBX service is sixty months.
- c. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this tariff containing the service offered.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

<sup>1</sup> This offering in no way nullifies the carrier or reseller's responsibility to verify the service provider changes as outlined in Rule 1220-4-2-.56(2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

The text previously found on this sheet can now be found on Section 2 1st Revised Page 14.

This text formerly appeared on Section 2 Original Page 12.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 13

Vice President (T)

Cancels Original Page 13

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued) (M)

##### 5. Floor Space, Electric Power and Operating at the Subscriber's Premises (T) |

(T) |

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

- b. All operating required for the use of communications facilities provided by the Company at the subscriber's premises will be preformed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service. |

##### 6. Provision and Ownership of Equipment and Facilities |

- a. Equipment and facilities furnished by the Company on the premisses of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or upon termination or cancellation of the service, to remove such equipment and facilities. (T) |

- b. Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company. |

- c. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. |

(M)

The text previously found on this sheet can now be found on Section 2 1st Revised Page 14.

This text formerly appeared on Section 2 Original Page 12.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 14

Vice President (T)

Cancels Original Page 14

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued) (M)

##### 7. Provision and Ownership of Directories (T)

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a subscriber-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

##### 8. Provision and Ownership of Telephone Numbers (T)

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

##### 9. Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company. (T)

In case of damage, loss, theft, or **destruction** of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition. (T)

(M)

The text previously found on this sheet can now be found on Section 2 1st Revised Page 15.

This text formerly appeared on Section 2 Original Page 13.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 15

Vice President (T)

Cancels Original Page 15

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued) (M)

##### 10. Company Facilities at Hazardous or Inaccessible Locations (T)

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

##### 11. Work Performed Outside Regular Working Hours (T)

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

##### 12. Suspension of Business and Residence Service

###### a. General

- (1) Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended. (T)
- (2) When the period of suspension is less than one month, the regular charges for the full month of service shall apply. The minimum charge for any twelve consecutive months shall not be less than three-fourths of the total charge for full service during the twelve month period. (T)

The text previously found on this sheet can now be found on Section 2 3rd Revised Page 16.

This text formerly appeared on Section 2 Original Page 14.



# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

Section 2

Vice President

1<sup>st</sup> Revised Page 16

Issued: 8/16/10

Cancels Original Page 16

Effective: 9/15/10

## 2. GENERAL RULES AND REGULATIONS (T)

### 2.3. Establishment and Furnishing of Service (Continued) (M)

#### 12. Suspension of Business and Residence Service (Continued) (T)

##### a. General (Continued) (N)

(3) When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced one-half the normal full rate or reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.

(4) In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension.

(5) The charge for the total suspension period may be collected in advance.

(6) There is no reduction in the charge for foreign exchange line mileage during the period of suspension.

##### b. Application of Charges

The charge for service during the period of suspension is **50 percent** of the rate regularly charged, except as specified in 2.3.12.a preceding. (T)

#### 13. Termination of Service (T)

##### a. Termination of Service by the Company (T)

(1) Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service. (T)

(2) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply. (M)

The text previously found on this sheet can now be found on Section 2 2nd Revised Page 18.

This text formerly appeared on Section 2 2nd Revised Page 16.

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

Section 2

Vice President

1<sup>st</sup> Revised Page 17

Issued: 8/16/10

Cancels Original Page 17

Effective: 9/15/10

---

2. GENERAL RULES AND REGULATIONS (T)

- 2.3 Establishment and Furnishing of Service (Continued) (M) |
13. Terminations of Service (Continued) (T) |
- a. Termination of Service by the Company (Continued) (T) |
- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company. |
- b. Termination of Service at the Subscriber's Request (T) |
- Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of any initial service period or applicable termination charges, or both. |
14. Ringer Limitations (T) |
- The number of ringers directly connected to the line is limited to four per main station. (T) |
- (M)

The text previously found on this sheet can now be found on Section 2 2nd Revised Page 18.

This text formerly appeared on Section 2 2nd Revised Page 16.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

2<sup>nd</sup> Revised Page 18

Vice President (T)

Cancels 1<sup>st</sup> Revised Page 18

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.3 Establishment and Furnishing of Service (Continued) (M)

##### 15. Transfer of Service Between Subscribers (T)

- a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:

(1) If the new subscriber, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder. Future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for requested change in billing and directory listing.

(2) If the new subscriber does not wish to assume payment of the old account a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.

- b. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgement of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgement of the Company a change in the telephone number is not required.

- c. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

(M)

The text previously found on this sheet can now be found on Section 2 1st Revised Page 19.

This text formerly appeared on Section 2 Original Page 17.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 2

Lera Roark

1<sup>st</sup> Revised Page 19

Vice President

Cancels Original Page 19

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.4. Payment Arrangements and Credit Allowances (M)

##### 1. Advance Payments (T)

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

##### 2. Deposits (T)

- a. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two months' local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- b. Interest at the rate of 6% per annum is allowed to the subscriber during the continuance of the deposit. If held until discontinuance of service, such deposit and accrued interest, less any and all amounts then due, is upon such discontinuance returnable to the subscriber.
- c. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

This text formerly appeared on Section 2 1st Revised Page 18.

The text previously found on this sheet can now be found on Section 2 2nd Revised Page 20 and 1st Revised Page 21.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 20

Vice President (T)

Cancels Original Page 20

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.4. Payment Arrangements and Credit Allowances (Continued) (M1)

#### 3. Payment for Service (T)

- a. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.

The customer is responsible for payment of all charges for services furnished to the customer or its authorized users. This responsibility is not changed, by the virtue of any use, misuse, or abuse of the customer's service or customer-provided systems, equipment, facilities, or services interconnected to the customer's service, which use, misuse, or abuse may be occasioned by third parties, including, without limitation, the customer's employees or other members of the public.

- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.

- c. Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge in Section 4 of this tariff.

- d. When the service has been **disconnected for non-payment**, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.

(T)

(M2)

The text previously found on this sheet can now be found on Section 2 Original Pages 24 & 25.

This text formerly appeared on Section 2 Original Page 19.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 2

Lera Roark (T)

1<sup>st</sup> Revised Page 21

Vice President (T)

Cancels Original Page 21

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.4. Payment Arrangements and Credit Allowances (Continued) (M)

##### 3. Payment for Service (Continued) (T)

- e. In its discretion, the Company may restore or re-establish service which has been **suspended or disconnected for non-payment** of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for non-payment of any **past due** account or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account. (T)

##### 4. Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata **adjustment of the fixed monthly charges** involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of forty-eight hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days. (T)

(M)

The text previously found on this sheet can now be found on Section 2 Original Pages 24 & 25.

This text formerly appeared on Section 2 Original Page 19.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 2

Lera Roark

2<sup>nd</sup> Revised Page 22

Vice President

Cancels 1<sup>st</sup> Revised Page 22

Issued: 8/16/10

Effective: 9/15/10

---

### 2. GENERAL RULES AND REGULATIONS (T)

#### 2.4. Payment Arrangements and Credit Allowances (Continued) (M)

##### 5. Late Payment Charge (T)

- a. A late payment charge of two percent (2%) for residence customers (limited to one and one half percent (1.5%) for the first year following the effective date of this charge) and up to three percent (3%) for business customers may be charged for Company regulated services. A late payment charge of up to two percent (2%) for residence customers (limited to one and one half percent (1.5%) for the first year following the effective date of this charge) and up to three percent (3%) for business customers may be applied to charges for regulated services provided by a third party, provided:

- (1) Company has given notice to customers; or
- (2) The contract between the customer and the particular third party provides for the late fee; or
- (3) A valid tariff exists permitting the particular third party to charge the late fee.

- b. A different late fee may apply to charges for unregulated services at the rate as provided by the terms of service for these unregulated services, but not to exceed the rate for regulated service.

- c. Late payment charges will be applied to the unpaid balance of each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collections Tariff) when the previous month's bill has not been paid in full prior to the next billing date.

(M)

The text previously found on this sheet can now be found on Section 2 Original Pages 25 & 26.

This text formerly appeared on Section 2 Original Page 19.1, which has been removed.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 23

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

## 2. GENERAL RULES AND REGULATIONS

- 2.4. Payment Arrangements and Credit Allowances (Continued) (M)
5. Late Payment Charge (Continued) (T)
- d. Nonpayment of a late payment charge shall not be the sole cause for termination of a customer's local exchange service. (T)
- e. This late payment charge will not apply to: (T)
- (1) Lifeline customers;
  - (2) Specified charges disputed or contested by the customer, including any applicable taxes, fees or charges directly related to the disputed amount;
  - (3) Charges for prepaid services, except to the extent that the charges for such services remain unpaid on the following bill date;
  - (4) Charges for which the customer has had less than 21 days to pay (subject to notification by the customer); and
  - (5) Previous unpaid late payment charges.
- f. Charges for payments that are overdue on state government accounts will be applied consistent with the applicable state statutes. (M)



## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 24

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

- 2.5. Liability of the Company (M1)
1. Service Irregularities (T)
- The liability of the Company for **damages** arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistakes, omission, interruption, delay, error, or defect in transmission or defect or failure in facilities occurs. (T)
- The Company shall be indemnified, defended and held harmless by the Customer, against any claim, loss or damage arising from the use of services offered under this tariff including, but not limited to, claims by subscribers to services provided to the Customer, and users of any services provided or resold by the Customer.
2. Use of Facilities of Other Connecting Carriers (T)
- When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by the Company's facilities. Neither this Company nor any act or omission of any other company or companies furnishing a portion of such service.
3. Indemnifying Agreement (M1)
- The Company shall be indemnified and saved harmless by the subscriber or subscribers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company. (T)(M2)
- (M2)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 25

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

#### 2.5. Liability of the Company (Continued) (M1)

##### 4. Defacement of Premises (T)

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement of damage is not the result of negligence of employees of the Company.

##### 5. Period of the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged damage or delinquency occurs. (T)

##### 6. Equipment in Explosive Atmosphere (T)

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided. (T)
- b. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

(M1)

(M2)

(M2)

M1 - This text formerly appeared on Section 2 Original Page 21.

M2 - This text formerly appeared on Section 2 1st Revised Page 22.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 26

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

- 2.5. Liability of the Company (Continued) (M)
6. Equipment in Explosive Atmosphere (Continued) (T)
- c. The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.
7. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing **compatibility, network control signaling** in the furnishing of exchange telecommunications service shall be performed by equipment furnished, installed and maintained by the Company. (T)
8. The applicable terms, rates and conditions specified in this Tariff constitute the only agreement between the parties with respect to the service(s) to which the Customer has subscribed. Statements (whether written or oral) may have been made about the service(s) specified in this tariff. Such statements, however, do not constitute **warranties**, shall not be relied upon by the Customer and are not part of the parties' relationship. All prior agreements, proposals, representations or understandings concerning the service(s) are also deemed superseded upon the Customer's subscription. The applicable tariff sections constitute the complete and exclusive expression of the parties' relationship. These tariff provisions may only be modified by: 1) a subsequent tariff filing; or 2) approval by the Tennessee Regulatory Authority of a special contract tariff. All implied warranties, including the implied warranty of merchantability, are disclaimed. The Company does not warrant that the service(s) are fit for any particular purpose of the Customer. The Company makes no warranties with respect to the service(s) other than that the service(s) will conform to the description contained in this tariff. (T)
- (M)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 27

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

## 2. GENERAL RULES AND REGULATIONS

### 2.5. Liability of the Company (Continued)

(M)

#### 9. Unauthorized Computer Intrusion

(T)

The Company's liability, if any, for its willful misconduct is not limited by this section of the tariff. With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

#### 10. Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportional amount of the Company's billing for the period of service during which the errors or damages occur.

(T)

(M)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 28

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

2.6.	<u>Connections with Certain Facilities and/or Equipment of Others</u>	(T) (M)
1.	Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this section. In all such cases the customer-provided terminal equipment or communications system will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.	(T)           
2.	Customer-provided accessories may be used with the facilities furnished by the Company for telecommunications service provided that such accessories comply with provisions specified in 2.6.4. and 2.6.8.	(T)     (T)
3.	Where the use of any customer-provided terminal equipment as specified in this tariff involves direct electrical connection to the facilities furnished by the Company such connection shall be made through a connecting arrangement, furnished, installed and maintained by the Company, at charges specified in this section. A connecting arrangement is not required for the connection of certain classes of attested customer-provided terminal equipment.	(T)     (T)   
4.	Where telecommunications service is available under this tariff for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's service. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of maintenance service charges, as specified in Section 4 of this tariff, for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.	(T)                                 (M)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 29

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

- 2.6. Connections with Certain Facilities and/or Equipment of Others (Continued) (T)(M1)
5. The Company shall not be responsible for the installation, operations or maintenance of any customer-provided terminal equipment or system. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems and the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or (3) address signaling where such signaling is performed by customer-provided equipment. (T)
6. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or system obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. (M1) (T)(M2)
7. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company. (T)
8. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling (except customer-provided tone-type address signaling through a Company-provided connecting arrangement) in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company. (T)
- Customer-provided tone-type address signaling is permitted through acoustic or inductive connections, provided such connections are effected externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner. (M2)

M1 - This text formerly appeared on Section 13 Original Page 2, which has been removed.

M2 - This text formerly appeared on Section 13 Original Page 3, which has been removed.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

Section 2

Original Page 30

Lera Roark

Vice President

Issued: 8/16/10

Effective: 9/15/10

### 2. GENERAL RULES AND REGULATIONS

- 2.6. Connections with Certain Facilities and/or Equipment of Others (Continued) (T)(M1)
9. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this tariff, the Company will take such immediate action as necessary for the protection of its services and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this tariff. (T)
10. Customer-provided terminal equipment or systems which serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be used or connected, through connecting equipment furnished by the Company, with facilities of the Company for telecommunications service. (T)
11. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company. (M1) (T)(M2) (M2)

M1 - This text formerly appeared on Section 13 Original Page 3, which has been removed.

M2 - This text formerly appeared on Section 13 Original Page 4, which has been removed.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 9/26/2013

TRA Tariff 1

Section 3

10<sup>th</sup> Revised Page 1

Cancels 9<sup>th</sup> Revised Page 1

Effective: 11/01/2013

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### CONTENTS

	Page Number	
3.1 Monthly Exchange Rates	2	
3.2 Local Calling Areas	3	
3.3 Exchange Service Area Maps	3	
3.4 Concessions	7	
3.5 Operator Assisted Local Calls and Local Calling Card Service Calls	8	
3.6 Local Operator Verification / Interruption Service	8	
3.7 Count Seat Calling	9	
3.8 Lifeline Assistance Program	10	
3.9 Returned Check Charge	15	
3.10 Credit Card Convenience Fee	15	(N)



## GENERAL SERVICES TARIFF

Peoples Telephone Company

Lisa Wigington

Vice President

Issued: 05/05/2022

TRA Tariff 1

Section 3

30<sup>th</sup> Revised Page 2

Cancels 29<sup>th</sup> Revised Page 2

Effective: 07/01/2022

---

### 3. BASIC LOCAL EXCHANGE SERVICE

#### 3.1 Monthly Exchange Rates

The rates specified herein, entitle the subscriber to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section 3.2, Local Calling Areas, of this tariff

#### Exchanges of Erin, Tennessee Ridge & Henry

##### **Business**

##### **Monthly Rate \*\***

1-party access line	\$ 28.00
Key system lines	32.41
PBX trunks	32.41
PBX extensions	2.00

##### **Residence**

1-party access line	\$ 22.00
---------------------	----------

(I)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

Section 3

3<sup>rd</sup> Revised Page 3

Cancels 2<sup>nd</sup> Revised Page 3

Effective: 8/19/10

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.2 Local Calling Areas

#### Exchange

Erin

Henry

Tennessee Ridge

#### Additional Exchanges

Henry, Tennessee Ridge, Vanleer

Erin, McKenzie, Paris,  
Tennessee Ridge

Erin, Henry, Vanleer

(T)

(M)

(T)

### 3.3 Exchange Service Area Maps

Following this page is filed the Base Rate Area and Exchange Service Area maps of the following exchanges:

#### Exchange

Erin

Tennessee Ridge

Henry

(T)

(T)

(T)(M)

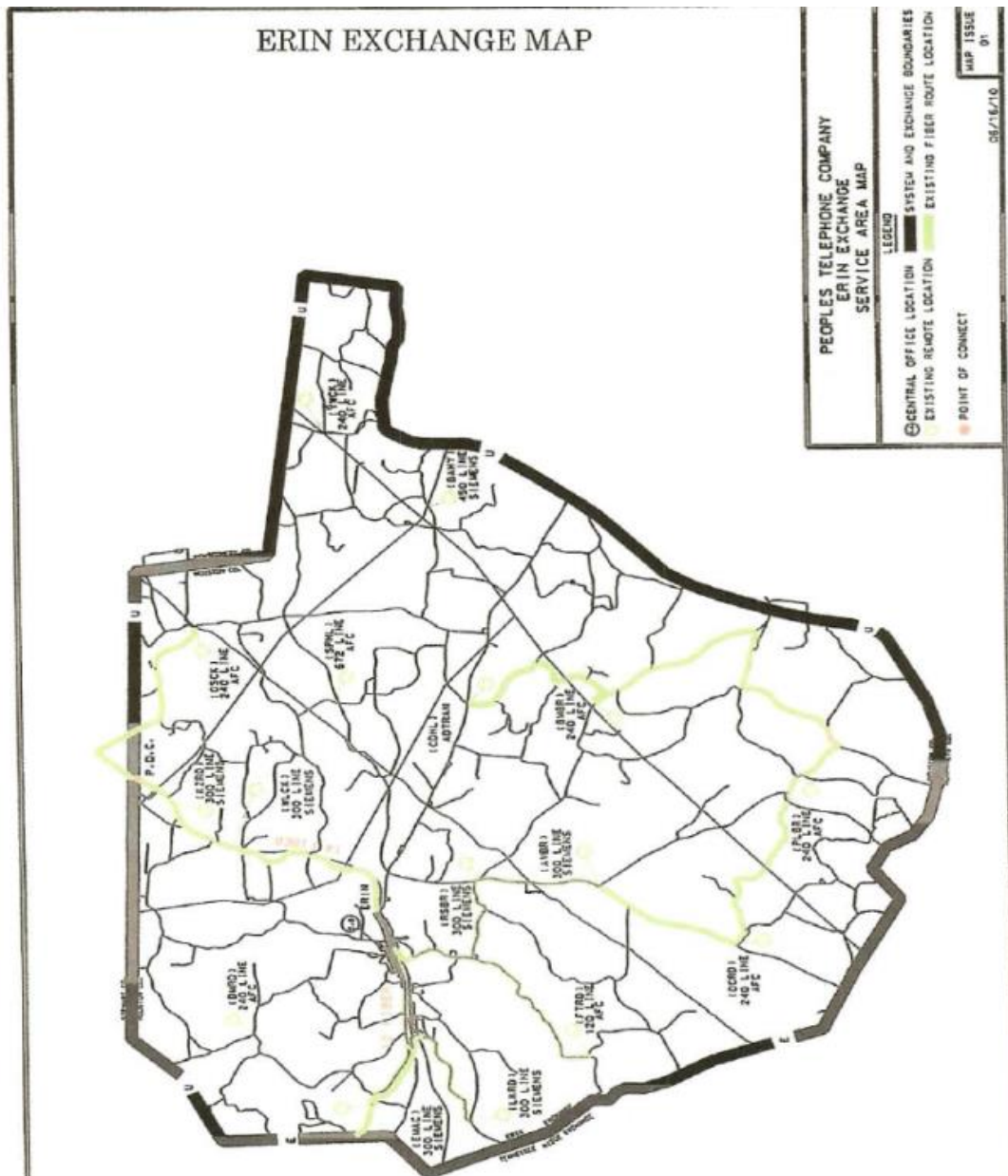
(D)

(T)

The text previously found on this sheet can now be found on Section 3 1<sup>st</sup> Revised Page 7.  
This text formerly appeared on Section 3 Original Page 3.1, which has been removed.

TRA Tariff 1 (T)  
Section 3  
1<sup>st</sup> Revised Page 4  
Cancels Original Page 4  
Effective: 8/19/10

### 3. BASIC LOCAL EXCHANGE SERVICE



# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark  
Vice President

Issued: 7/20/10

TRA Tariff 1

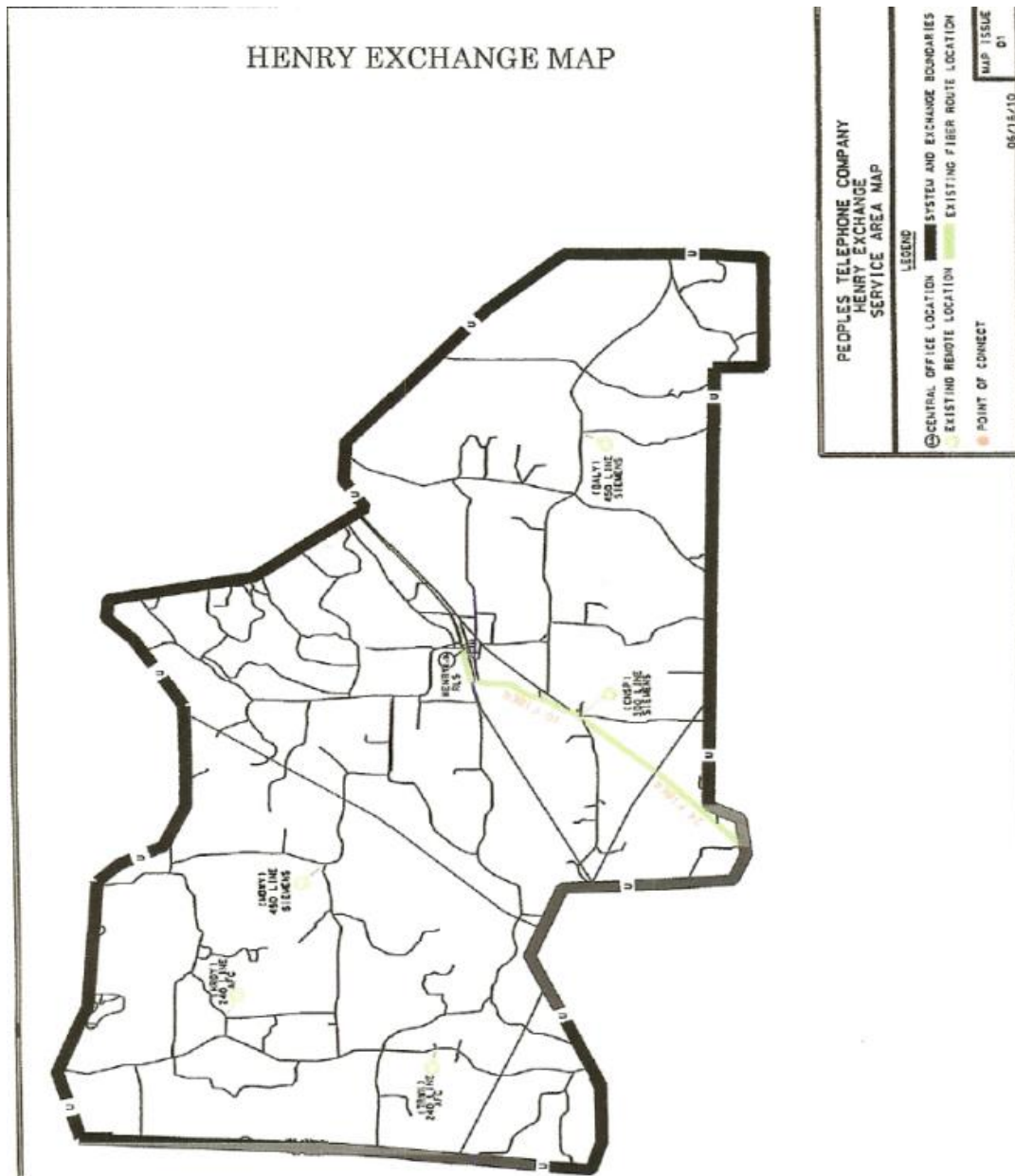
Section 3

1<sup>st</sup> Revised Page 5

Cancels Original Page 5

Effective: 8/19/10

## 3. BASIC LOCAL EXCHANGE SERVICE



# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark  
Vice President

Issued: 7/20/10

TRA Tariff 1

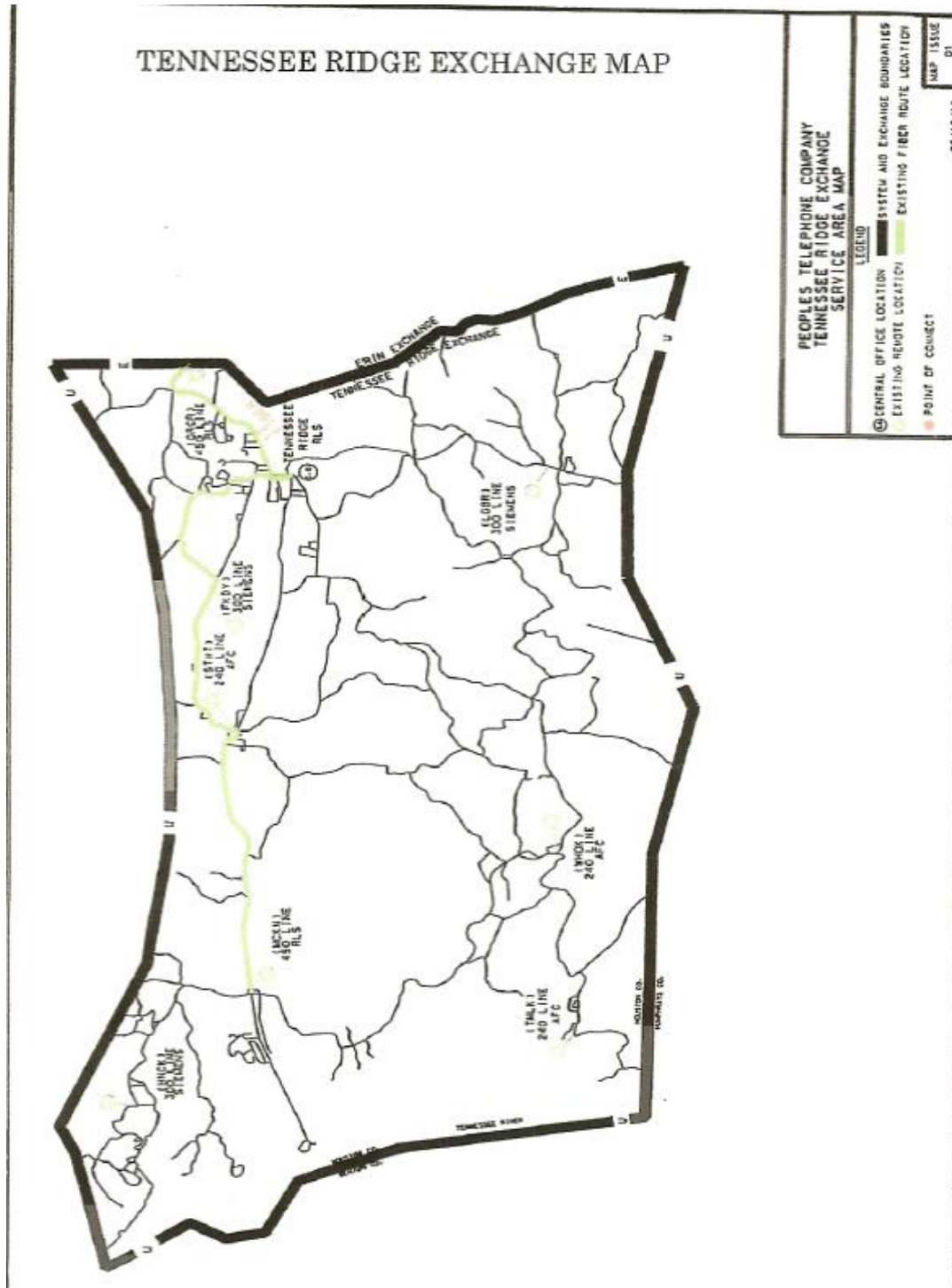
Section 3

1<sup>st</sup> Revised Page 6

Cancels Original Page 6

Effective: 8/19/10

## 3. BASIC LOCAL EXCHANGE SERVICE



# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

Section 3

Vice President

1<sup>st</sup> Revised Page 7

Issued: 7/20/10

Cancels Original Page 7

Effective: 8/19/10

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.4 Concessions

#### A. Employees' Service

(M1)

(T)

Service may be furnished wholly or partially at the expense of the Company at the residence of Employees, when in its judgement, the interests of the Company in rendering continuous and adequate service to the public will be advanced thereby. These arrangements shall be limited to employees who are likely to be communicated with at their residence outside of regular office hours, concerning affairs relating to the business of the Company.

#### B. Concession to school (grades K - 12 Only) for School/Parent Systems

(T)

Schools (Grades K - 12) using auto dialers/voice mail communication systems to notify parents of important school events and child absenteeism will be provided access lines at the discounted rates set forth below. This discount will apply to lines installed for the sole purpose of school/parent communication systems.

(T)

1) Schools for grades K - 12 will be charges the residential flat rate for access lines used for School/Parent Communications Systems only.

2) Schools will only be permitted one access line at residential rates per 100 students, or fraction thereof.

(T)

3) Auto dialers are to be used only to contact persons providing written consent to the school to be contacted or to contact parties authorized to act on behalf of persons providing written consent.

(T)

(M1)

Auto dialers used for the purpose of controlling absenteeism are not required to be registered with the Tennessee Regulatory Authority.

(T)

(M2)

(T)

(M2)

The text previously found on this sheet can now be found on Section 3 4<sup>th</sup> Revised Page 8.

M1 – This text formerly appeared on Section 3 2<sup>nd</sup> Revised Page 3.

M2 – This text formerly appeared on Section 3 Original Page 3.1, which has been removed.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 06/01/15

TRA Tariff 1

Section 3

5<sup>th</sup> Revised Page 8

Cancels 4<sup>th</sup> Revised Page 8

Effective: 09/30/15

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.5 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE CALLS

Peoples Telephone Company concurs with the Operator Assisted Local Calls and Local Calling Card Service calls rates, rules and regulations as filed with the Tennessee Regulatory Authority by BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.

3.6

(D)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 03/22/2013

TRA Tariff 1

Section 3

4<sup>th</sup> Revised Page 9

Cancels 3<sup>rd</sup> Revised Page 9

Effective: 4/1/2013

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.7 COUNTY SEAT CALLING\*

(T)

- A. Two-way calling is provided between the following county seat exchanges and designated areas of county fringe exchanges on a direct dialed (1+) basis without charge to the caller. These additional local calling areas are not provided to public and semipublic telephone service. All operator assisted calls between these exchanges are subject to toll charges per the concurrence in Section 8, of this tariff.

(T)

#### County Seat Exchange

Erin

#### Fringe Area Exchanges

Vanleer

(D)

(D)

\* This service is provided pursuant to TPSC Order No. U-88-7588, dated October 5, 1988. (T)



## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 10/25/2018

TRA Tariff 1

Section 3

7<sup>th</sup> Revised Page 10

Cancels 6<sup>th</sup> Revised Page 10

Effective: 12/01/2018

---

### 3. BASIC LOCAL EXCHANGE SERVICE

#### 3.8 LIFELINE ASSISTANCE PROGRAM

##### A. General

- 1) Lifeline Assistance Program was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its serving areas. The structure of this program is outlined in the following paragraphs.
  - a) Where available, the broadband Internet access service provides a minimum broadband speed of 18 Mbps downstream/2 Mbps upstream and a minimum usage allowance of 1,000 Gigabytes per month. Dial-up service does not qualify as a broadband Internet access service for purposes of Lifeline Assistance. (C)
  - b) If minimum broadband speed is not available, the subscriber may receive support for the highest performing generally available residential offering that meets or exceeds 4 Mbps downstream/1 Mbps upstream. (C)
- 2) Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives a federally subsidized credit toward the monthly cost of primary residential telephone service or broadband Internet access service. The Lifeline Assistance Program shall also be extended beyond a telephone subscriber's participation in the means-based programs referenced in paragraph 3.8.B.2.a. following to also include any individual in the telephone subscriber's household. The telephone subscriber must, however, demonstrate that the household member relied upon for eligibility is eligible and participating in any of the means-based programs and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. Alternatively, to constitute a qualifying customer eligible to receive Lifeline Assistance, a customer must meet the income level requirements set forth in paragraph 3.8.B.1. below.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)  
Vice President  
Issued: 5/25/12

TRA Tariff 1  
Section 3  
1<sup>st</sup> Revised Page 11  
Cancels Original Page 11  
Effective: 6/01/12

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.8 LIFELINE ASSISTANCE PROGRAM (Continued)

#### B. Regulations

- |    |   |            |      |
|----|---|------------|------|
| 1) | A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;  | (N)        | (M1) |
| a) | For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deduction for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.   |            | (M2) |
| b) | A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians. | (N)        | (M2) |
| 2) | Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that he/she receives benefits under a program outlined in sub-paragraph 3.8.B.2.a., below, and must, on the same document, agree to notify the Company if he/she ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.   | (T)<br>(T) |      |

M1 – Material formerly found on this page now found on Section 3, 1 <sup>st</sup> Revised Page 12.	(M3)
M2 – Material formerly found on this page now found on Section 3, Original Page 13.	
M3 – Material formerly found on this page now found on Section 3, Original Page 14.	(M3)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 11/23/2016

TRA Tariff 1

Section 3

2<sup>nd</sup> Revised Page 12

Cancels 1<sup>st</sup> Revised Page 12

Effective: 12/02/2016

---

### 3. BASIC LOCAL EXCHANGE SERVICE

#### 3.8 LIFELINE ASSISTANCE PROGRAM (Continued)

##### B. Regulations (Continued)

2) (Continued)

a) Unless other eligibility requirements are established by the Tennessee Regulatory Authority (TRA), Lifeline Assistance is also available to all subscribers who participate in one of the following programs:

- (1) *TennCare Medicaid*,
- (2) *Supplemental Nutrition Assistance Program* (SNAP),
- (3) *Supplemental Security Income* (SSI),
- (4) *Veterans Pension and Survivors Benefits Programs*, or
- (5) *Section 8 Federal Public Housing Assistance* (FPHA).

3) Qualifying subscribers must provide the Company with acceptable documentation as proof of their eligibility to receive Lifeline service under the income-based or program-based requirements; the documentation must be securely retained by the Company. If the Company has a reasonable basis to believe that the subscriber no longer meets the qualifying criteria for Lifeline Assistance, the Company must notify the subscriber of impending termination of the subscriber's Lifeline Assistance in writing separate from the subscriber's monthly bill. If the subscriber fails to provide proof of eligibility within thirty (30) days following the Company's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from Lifeline Assistance within five (5) business days after the expiration of the subscriber's time to respond to the request. (C)

4) If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice.

5) A subscriber who requests de-enrollment must be de-enrolled by the Company within two (2) business days after the request. (C)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner

Vice President

Issued: 10/20/2017

TRA Tariff 1

Section 3

3<sup>rd</sup> Revised Page 13

Cancels 2<sup>nd</sup> Revised Page 13

Effective: 12/01/2017

---

### 3. BASIC LOCAL EXCHANGE SERVICE

#### 3.8 LIFELINE ASSISTANCE (Continued)

##### B. Regulations (Continued)

- 6) One low income credit is available per household and is applicable to the primary residential connection only.
- 7) A Lifeline customer may subscribe to any local service offering available to other residential customers.
- 8) Lifeline subscribers may apply their Lifeline discount to the Company's voice telephone service, family shared calling plans, broadband Internet access service, broadband Internet bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services.
- 9) A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
- 10) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless first authorized by the TRA.
- 11) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects Toll Blocking from the Company.
- 12) The PIC charge will not be billed to Lifeline customers who subscribe to Toll Blocking and do not pre-subscribe to a long distance carrier.
- 13) The program administrator will confirm a subscriber's continued eligibility to receive Lifeline Assistance on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline Assistance. The program administrator must notify the subscriber in writing separate

(C)

(C)

(C)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner

Vice President

Issued: 10/25/2018

TRA Tariff 1

Section 3

2<sup>nd</sup> Revised Page 13-A

Cancels 1<sup>st</sup> Revised Page 13-A

Effective: 12/01/2018

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.8 LIFELINE ASSISTANCE PROGRAM (Continued)

#### B. Regulations (Continued)

13) (Continued)

from the subscriber's monthly bill that failure to respond to the recertification request will trigger de-enrollment. If the subscriber fails to provide proof of eligibility within sixty (60) days following the program administrator's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from Lifeline Assistance within five (5) business days after the expiration of the subscriber's time to respond to the recertification efforts.

14)

(D)

15)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 10/25/2018

TRA Tariff 1

Section 3

1<sup>st</sup> Revised Page 13-B

Cancels Original Page 13-B

Effective: 12/01/2018

---

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.8 LIFELINE ASSISTANCE (Continued)

#### B. Regulations (Continued)

15) (Continued)

(D)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 11/23/2016

TRA Tariff 1

Section 3

4<sup>th</sup> Revised Page 14

Cancels 3<sup>rd</sup> Revised Page 14

Effective: 12/02/2016

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.8 LIFELINE ASSISTANCE PROGRAM (Continued)

#### C. Rates and Charges

- 1) The following monthly credit\* will apply for each customer eligible for Lifeline Assistance: (C)

#### Monthly Credit\*

- a) Federal Credit \$ 9.25\*\*

Total Credit Amount \$ 9.25

This credit will first be applied to the Federal Subscriber Line Charge, if applicable, and any additional credit balance will be applied to the Lifeline Assistance supported service. (C)

- 2) The Company shall apply the baseline payments received by the administrator of the Federal Lifeline Assistance program to waive the qualifying customer's Federal End User Common Line Charge. The Company shall apply any additional amount to the qualifying customer's basic local exchange service rate.
- 3) Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

- 4) Each eligible Lifeline customer who elects to receive Toll Blocking service will receive the credit below, not to exceed the amount of the Toll Blocking service monthly charge. (C)

#### Monthly Credit

- a) Toll Limitation Service Credit \$ 2.00 (R)

\* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate. (C)

\*\* The Federal Subscriber Line Charge Credit will equal the Federal Subscriber Line Charge as approved by the FCC. Credit is based on the FCC Subscriber Line Charge in effect at the time of filing.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 11/18/2021

TRA Tariff 1

Section 3

3<sup>rd</sup> Revised Page 15

Cancels 2<sup>nd</sup> Revised Page 15

Effective: 01/01/2022

## 3. BASIC LOCAL EXCHANGE SERVICE

### 3.9 RETURNED CHECK CHARGE

When payment in the form of a bank check or bank draft for services rendered is returned to the company, the customer will be assessed a service charge not exceeding that which is permitted by applicable law.

Pursuant to Section 47-29-102, Tennessee Code of 2010, the Company will apply a returned check charge of Thirty Dollars (**\$30.00**) for each check or draft that is not accepted by the subscriber's financial institution on which the check or draft is written.

### 3.10 CREDIT CARD CONVENIENCE FEE <sup>1</sup>

A convenience fee is a charge in addition to the original transaction amount for the convenience of being able to make a credit or debit card payment over the telephone with a customer care representative. This allows our customers another option that is separate and in addition to standard payment methods. A convenience fee charge of \$5.00 will be assessed for any credit or debit card payments made over the telephone with a customer care representative.

(T)

(I)

**Note 1:** Credit Card Convenience Fee will only be charged if the customer requests that customer care take their credit or debit card payment and enter it for them. The customer may pay by check, bank draft, online or use the interactive voice response over telephone automated system with a credit or debit card.

(N)

(N)



# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

James Garner (T)  
Vice President  
Issued: 4/12/12

SECTION 4  
6<sup>th</sup> Revised Page 1  
Cancels 5<sup>th</sup> Revised Page 1  
Effective: 4/01/12

---

## 4. SERVICE CHARGES

### SUBJECT INDEX

	<u>Page Number</u>	
Definitions	2	
Inside Move and Change Charges	6	
Installation Charges	6	
		(D)
Maintenance Service Charge	7	
Regulations	4	
Restoration Charge	7	
Schedule of Charges	5	
Termination Charge	8	
Third Party Service Provider Block	9	
Waiver of Service Connection Charges	7	

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1

Lera Roark  
Vice President  
Issued: 6/15/10

Section 4  
5<sup>th</sup> Revised Page 2  
Cancels 4<sup>th</sup> Revised Page 2  
Effective: 7/15/10

---

## 4. SERVICE CHARGES

### 4.1. DEFINITIONS

(T)

The term Service Charge as specified herein and in other sections of this Tariff is defined as a non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment and other telephone facilities. Service Charges are categorized as follows:

(D)

|

(D)

#### A. SERVICE ORDERING CHARGE ONLY

(T)

The term "Service Ordering Charge" applies per customer request for work performed by the Company in connection with the receiving, recording and processing of the customer's request for service to be completed at one time. This charge also applies to number changes, change of responsibility and any change in listings.

#### B. CENTRAL OFFICE LINE CONNECTION CHARGE

The term "Central Office Line Connection Charge" applies to the charge for arranging an exchange line to provide service between the central office and the customer's premises and/or other premises where the service is to be terminated. The charge applies for work including but not limited to:

(T)

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

#### C. PREMISES VISIT CHARGE

The term "Premises Visit Charge" means the charge that applies for a visit to the customer's premises to perform work, other than disconnect work, requested by the customer. When more than one visit is necessary, for Company reasons to complete the work, only one premises visit charge applies.

(T)

(T)

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1 (T)  
Section 4  
4<sup>th</sup> Revised Page 3  
Cancels 3<sup>rd</sup> Revised Page 3  
Effective: 7/15/10

---

## 4. SERVICE CHARGES

### 4.1. DEFINITIONS (Continued) (T)

#### D. PREMISES WORK CHARGE (T)

Premises work is that work performed by a Company representative on a customer's premises exclusive of work required to establish or re-establish network access to a Network Interface (unless specifically stated in this tariff) and includes but is not limited to service ordering and equipment handling. Therefore the appropriate charges for these work functions for residence and simple business applications is the respective Premises Work Charge. Additional charges may apply for services provided which are not tariffed under this tariff.

#### E. NUMBER CHANGE CHARGE (T)

A Number Change Charge is a charge which applies for a customer originated request for a change of telephone number, PABX or Centrex station number.

#### F. STANDARD NETWORK INTERFACE - RESIDENCE OR NON-KEY BUSINESS

The Standard Network Interface is that point on the customer's premises where all premises services are connected to the telecommunications network. The Standard Network Interface is a nontariffed weatherproof enclosure consisting of a protector, standard registration program jack or equivalent and an entrance bridging device.	(T)	(M)
	(D)	
		(D)
		(M)

This service is amended pursuant to TRA Docket No. 99-00995 dated April 19, 2002.

This text formerly appeared on Section 4 Original Page 3-A, which has been removed.

Section 4  
6<sup>th</sup> Revised Page 4  
Cancels 5<sup>th</sup> Revised Page 4  
Effective: 7/1/02

The text previously on this sheet can now be found on Section 4 3rd Revised Page 5.

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1  
Section 4  
3<sup>rd</sup> Revised Page 5  
Cancels 2<sup>nd</sup> Revised Page 5  
Effective: 7/15/10

## 4. SERVICE CHARGES

### 4.3. SCHEDULE OF CHARGES

				(T)(M1)
		<u>Service Charge</u>		
		<u>Residence</u>		
<u>Business</u>				
A.	Service Ordering Charge Only			(T)
	Number changes, change of responsibility and any change in listing	\$ 3.00	\$ 3.00	(T)
B.	Central office line connection charge, per central office line or trunk	7.00	7.00	(T)
C.	Premises Visit Charge	10.00	15.00	(T)
D.	Premises Work Charge	7.00	10.00	(T)
E.	Number Change Charge	7.00	7.00	(T)(M1)
*	When Service is reestablished at a location which has been destroyed by fire, windstorm or flood or made untenable by fire, windstorm or flood, service connection charges do not apply. If the subscriber desires service at a new location for a temporary period, the service connection charge will apply for the establishment of service at the temporary location.			(M2)
				(M2)

The text previously found on this sheet can now be found on Section 4 1st Revised Page 9.

M1 - This text formerly appeared on Section 4 5th Revised Page 4.

M2 - This text formerly appeared on Section 4 2nd Revised Page 4-A, which has been removed.

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President (T)

Issued: 6/15/10

TRA Tariff 1 (T)

Section 4

2<sup>nd</sup> Revised Page 6

Cancels 1<sup>st</sup> Revised Page 6

Effective: 7/15/10

### 4. SERVICE CHARGES

- 4.4 Inside Move and Change Charges (T) (M1)
- For rearrangement of drop wire and/or protector, a charge equal to the service connection charge as applicable to the main station or PBX trunk served by the drop wire and/or protector being rearranged.
- A. Charges for Inside Moves and Changes do not apply to changes in telephone numbers made when in the judgement of the Company such changes are necessary for continuation of satisfactory service. (T) (M1)
- 4.5 Installation Charges (T) (M2)
- A. Installation charges, where applicable, are identified and presented throughout this tariff as part of the offering of individual items of equipment or of service features. (T)
- B. Installation charges do not apply where service is established by the use of instrumentalities in place on the customer's premises. (T) (M2)

The text previously found on this sheet had formerly been removed.

M1 - This text formerly appeared on Section 4 1st Revised Page 7 and 1st Revised Page 8.

M2 - This text formerly appeared on Section 4 1st Revised Page 10.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark  
Vice President  
Issued: 11/19/2018

TRA Tariff 1  
Section 4  
3<sup>rd</sup> Revised Page 7  
Cancels 2<sup>nd</sup> Revised Page 7  
Effective: 12/20/2018

---

### 4. SERVICE CHARGES

#### 4.6. Restoration Charge

(M1)

In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due or, at the discretion of the Company, a substantial portion thereof, and in addition a restoration charge of **\$7.00** for Residence Service and **\$7.00** for Business Service. The minimum service charge does not apply in connection with restoration charges.

#### 4.7. Maintenance Service Charge

A nonrecurring charge of **\$60.00** for the first hour will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment or communications system which is arranged for connection to Company facilities, or for Company-provided inside wire not covered under Option I of the deregulated optional maintenance plan. A charge of **\$15.00** per quarter hour after the first hour will also apply to such repair visits.

(I)

(N)

(N)(M1)

#### 4.8. Waiver of Service Connection Charges

(M2)

In connection with Marketing or Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges for Custom Calling Services within specified areas for such periods of time as designated by the Company, with a 30-day written notice given to the Commission.

(M2)

The text previously found on this sheet now can be found on Section 4 2nd Revised Page 6.

M1 - This text formerly appeared on Section 4 1st Revised Page 10.

M2 - This text formerly appeared on Section 4 1st Revised Page 11.

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark (T)

Section 4

Vice President

2<sup>nd</sup> Revised Page 8

Issued: 6/15/10

Cancels 1<sup>st</sup> Revised Page 8

Effective: 7/15/10

## 4. SERVICE CHARGES

### 4.9. Termination Charge

(T) (M)

- A. A termination charge is determined by applying to the Basic Termination Charge the percentage which the unexpired portion of the Initial Service Period bears to the full Initial Service Period.

(T)

The Basic Termination charge in effect at the time the customer's service is established will be used to determine the termination charge. The Basic Termination Charge for new service and the Initial Service Period are indicated in the section of this tariff covering the service items to which they apply. The Initial Service Period is shown in brackets following the amount of the Basic Termination Charge.

- B. When a subscriber discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued, except in **F.** below.

(T)

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

(T)

(T)

- D. When an order is cancelled after the installation of the required equipment and facilities but before service is established, termination charges shall be applied as if the service had actually been established.

(T)

- E. When service is moved to different premises, all remaining termination charges shall be applied on the service at the old location and the new location shall be treated as a new installation. If service is relocated on the same premises, the move shall be handled on the above basis or, at the subscriber's option, he may pay actual cost of making the move.

(T)

- F. Termination charges are not applicable on equipment added for growth and installed six months after the contract date for the replacement of a standard PBX with a standard PBX System providing additional service features.

(T)

(M)

The text previously found on this sheet now can be found on Section 4 2nd Revised Page 6.

This text formerly appeared on Section 4 Original Page 9.



# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

Section 4

Lera Roark (T)

1<sup>st</sup> Revised Page 9

Vice President (T)

Cancels Original Page 9

Issued: 6/15/10

Effective: 7/15/10

## 4. SERVICE CHARGES

### 4.10. Third Party Service Provider Block

(T) (M)

The Company is required to offer their customers a service that blocks the placing of monthly recurring charges on telephone bills by third party service providers (i.e., internet, voice mail, chat lines and web pages). This blocking service will give the subscriber the ability to better prevent unauthorized charges appearing on their telephone bill by not allowing third party service providers the ability to place monthly recurring charges on the customer's bill without proper verification. Authorized casual billing of toll calls such as collect, third party and calls to a carrier's toll access number as well as authorized charges for directory advertising are excluded from this blocking service. The method of verifying charges for customers with the third party bill block service is described below:

(T)

A. The third party service provider shall not submit charges to a subscriber's telephone company without first obtaining a letter of authorization (LOA) from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is a one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service.

(T)

B. The LOA shall not be combined with inducements of any kind on the same document.

C. A copy of the LOA must be provided to the Company, if requested, as authority from the customer to place a monthly recurring charge on their telephone bill.

D. The Company will not remove third party service provider block without first calling the subscriber and obtaining verbal approval.

(T)

E. The subscriber will be required to sign a written Third Party Service Provider Block/Remove Request Form to implement this service.

(T)

A nonrecurring charge of **\$15.00** will apply to establish Third Party Service Provider Block. There is no charge to remove this service from the subscribers line.

(T)

(M)

The text previously found on this sheet now can be found on Section 4 2nd Revised Page 8.

This text formerly appeared on Section 4 2nd Revised Page 5.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

James Garner (T)

Section 4

Vice President

3<sup>rd</sup> Revised Page 10

Issued: 4/12/12

Cancels 2<sup>nd</sup> Revised Page 10

Effective: 4/01/12

---

## 4. SERVICE CHARGES

**RESERVED FOR FUTURE USE**

(T)

(D)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 4/12/12

TRA Tariff 1

Section 4

3<sup>rd</sup> Revised Page 11

Cancels 2<sup>nd</sup> Revised Page 11

Effective: 4/01/12

---

## 4. SERVICE CHARGES

(T)

(D)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company, Inc.

Lera Roark  
Vice President  
Issued: 8/16/10

TRA Tariff 1  
SECTION 5  
2<sup>nd</sup> Revised Page 1  
Cancels 1<sup>st</sup> Revised Page 1  
Effective: 9/15/10

---

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### CONTENTS

	<u>Page Number</u>	
5.1. Charges Applicable for Construction of Facilities	2	
1. General	2	
2. Construction for Serving Subscribers in General	3	
3. Construction on Private Property to Serve Individual Subscribers	4	
4. Minimum Revenue Guarantee and Extended Service Period	6	(T)
5. Underground Service Entrances	7	I
6. Special Types of Construction	7	I
7. Construction Required for Temporary Service	7	(T)
5.2. Rearrangements of Existing Plant	8	(T)
5.3. Charges for Unusual Installations	8	(T)
1. Special Types of Installation	8	
2. Temporary Installation	8	(T)
5.4. Special Service Arrangements	9	
		(D)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 2

Vice President (T)

Cancels Original Page 2

Issued: 8/16/10

Effective: 9/15/10

---

### 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 5.1. Charges Applicable for Construction of Facilities

##### 1. General

- A. Construction charges, term contracts, special monthly charges or combinations thereof may be applicable under certain conditions as hereinafter set forth and in addition to other charges specified in this tariff in connection with the construction of facilities to provide service. (T)

- (1) **Construction charges** are payable upon application for service or when billing is rendered as the Company, at its option, may require. (T)

Construction charges are determined as hereinafter set forth based on costs, which means in this case the in-plant costs consisting of labor, materials, supervision and other overhead expenses associated with the construction.

Normally, estimated costs will be used; however, where the subscriber requests, actual cost will be used when practicable.

- (2) **Term contracts** for periods exceeding one month may be required as protection against a short-lived investment in facilities. In such cases, a contract term of from one to ten years may be required to cover new construction, with a Basic Termination Charge which would be administered as stated in Section 4.9. (T)

- (3) **Special monthly charges**, as specified hereinafter, may also be required in connection with new construction and/or rearrangement of facilities. Such monthly charges will be based on monthly carrying charges determined as specified in 5.4 following. (T)

- B. Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provided the quantity and class of service involved will be determined by the Company. The applicant may be required to pat the additions costs involved where a different type of construction than that proposed by the Company is desired. (T)

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 3

Vice President (T)

Cancels Original Page 3

Issued: 8/16/10

Effective: 9/15/10

---

### 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 5.1. Charges Applicable for Construction of Facilities (Continued)

##### 1. General (Continued)

- C. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant. (T)(M1) |
- D. Construction performed by the applicant, where authorized in this tariff, is subject to the approval of the Company. (M1) (T)

##### 2. Construction for Serving Subscribers in General

- A. **Inside the Base Rate Area**, no charge is applicable for the provision of new pole line or underground construction on **public highways or other easements**, when such construction is used in serving subscriber's in general. (T) (T)
- B. **Outside the Base Rate Area:** |
- (1) Extensions to existing facilities required for furnishing service will be constructed along public highways and/or private property by the Company under the following conditions with the type of construction; i.e., aerial or buried, to be determined by the Company: (T)
- (a) An allowance of 2/4 miles airline measurement per applicant will be made for such extensions without the application of construction charges except in those cases where unusual conditions are encountered which in the judgement of the Company would justify a greater or lesser allowance. (T)
- (b) For the construction in excess of the above mentioned allowance, a construction charge based on the estimated in-plant cost of the construction required will apply.

This text formerly appeared on Section 5 Original Page 2.

The text previously found on this sheet can now be found on Section 5 1st Revised Sheet 4.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 4

Vice President (T)

Cancels Original Page 4

Issued: 8/16/10

Effective: 9/15/10

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.1. Charges Applicable for Construction of Facilities (Continued)

- |     |  |     |     |
|-----|--|-----|-----|
| 2.  | <u>Construction for Serving Subscribers in General (Continued)</u>   | (T) | (M) |
|     |  |     |     |
| B.  | <b>Outside the Base Rate Area (Continued):</b>   | (T) |     |
|     |  |     |     |
| (1) | (Continued)  | (N) |     |
|     |  |     |     |
| (c) | The applicants may be required to secure and provide, without cost to the Company, the necessary right-of-way required for new construction. These applicants may, also, be required to clear such right-of-way.   |     |     |
|     |  |     |     |
| (d) | Ownership and maintenance of the constructed facilities will be vested in the Company.   |     |     |
|     |  |     |     |
| (2) | Construction on existing pole lines, including the necessary circuits, for furnishing service will normally be provided at no construction charge to the applicants.   |     |     |
|     |  |     |     |
|     |  |     | (M) |
| 3.  | <u>Construction on Private Property to Serve Individual Subscribers</u>  |     |     |
|     |  |     | (T) |
| A.  | Except as provided in B. following, poles on private property to be used in serving an individual subscriber will be furnished by the Company at a charge to the Subscriber equal to the cost of each such pole; however, the Company will furnish as many as two poles without charge to the subscriber provided that the poles thus furnished are used to carry central office circuits. Ownership and maintenance of such poles is vested in the Company. |     | (T) |
|     |  |     |     |
| (1) | In lieu of the arrangement specified preceding, the subscriber may, at his own expense, provide all poles on private property necessary to serve him. Ownership and maintenance of such poles on private property is vested in the subscriber.   |     |     |

This text formerly appeared on Section 5 Original Page 3.

The text previously found on this sheet can now be found on Section 5 1st Revised Sheet 5.

GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 5

Vice President (T)

Cancels Original Page 5

Issued: 8/16/10

Effective: 9/15/10

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities (Continued)

3. Construction on Private Property to Serve Individual Subscribers (T)  
(Continued)

B. Buried Construction (N)

Where the Company decides it is more feasible to furnish buried facilities instead of (T)  
pole line construction, the principles applicable in A. preceding are followed and an (M)  
allowance of 300 feet of buried construction will be made in lieu of the specified |  
pole allowance. Conduit for these facilities, however, will be furnished by the |  
subscriber or will be constructed and maintained at his expense. Maintenance of |  
such construction shall be at the expense of the Company, including any trench work |  
involved. |

C. Where, for the purpose of furnishing extension lines, it is necessary to lay |  
underground conduit, to trench, or to set poles on the subscriber's premises, the |  
subscriber is required to provide and install such underground conduit, to dig and (T) |  
backfill trenches, and to provide and erect such poles or the Company will perform |  
the work at the subscriber's expense. Where the work is performed by the (T) |  
subscriber, it must be in accordance with the specifications of the Company. |

D. Where poles are provided inside the Base Rate Area under the provisions described |  
in A. preceding, the Company will furnish and maintain the necessary circuits. |  
In case poles are provided on private property outside the Base Rate Area, the |  
necessary circuits will be furnished and maintained by the Company; however, the |  
subscriber may be required to bear all or a part of the construction cost of the |  
circuits where the revenue is not expected to be sufficient to insure, within a (T) |  
reasonable time, an adequate return on the necessary investment. Where poles or (T) |  
other supporting structure are provided under C. preceding, the Company will |  
furnish and maintain the necessary circuits. |

(M)

This text formerly appeared on Section 5 Original Page 4.

The text previously found on this sheet can now be found on Section 5 1st Revised Sheet 6.



# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 6

Vice President (T)

Cancels Original Page 6

Issued: 8/16/10

Effective: 9/15/10

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1.	<u>Charges Applicable for Construction of Facilities (Continued)</u>	(M)	
3.	<u>Construction on Private Property to Serve Individual Subscribers (Cont.)</u>	(T)	
		(T)	
E.	When attachments are made to poles of other companies, in lieu of providing new pole line construction on private property for which the subscriber would regularly be charged construction charges under the provisions of this section, the attachment rental charges to the Company in excess of <b>\$1.00</b> per pole per annum may be assessed the subscriber.	(T)	
		(T)	
F.	Where pole line construction is proposed by the Company and the subscriber requests buried construction, any additional initial cost of buried construction over pole line construction shall be borne by the subscriber. Maintenance of such buried construction shall be at the expense of the Company, including any trench work required.	(T)	
4.	<u>Minimum Revenue Guarantee and Extended Service Period</u>	(T)	
	When a substantial number of central office lines are involved in providing local or foreign exchange service, the subscriber may, based upon the circumstances in each case, be required to guarantee a minimum monthly amount of revenue for a period of up to a maximum of ten years with termination charges applicable in case of cancellation prior to the expiration of the service period.	(T)	
		(T)	(M)

This text formerly appeared on Section 5 Original Page 5.

The text previously found on this sheet can now be found on Section 5 1st Revised Sheet 7.

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 7

Vice President

Cancels Original Page 7

Issued: 8/16/10

Effective: 9/15/10

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1. Charges Applicable for Construction of Facilities (Continued)

5. Underground Service Entrances (T)

A. Underground service entrances may be provided at the subscriber's request as special construction in connection with either existing or new services, in lieu of the usual aerial drop wire. (T) (M1)

B. Where the following conditions exist, buried service entrance facilities will be furnished without construction charge: (T)

(1) The location of the service is in an area where buried distribution facilities are used by the Company, and

(2) Buried service wire or buried cable would normally be provided by the Company for service entrance.

(3) The distance on private property does not exceed 300 feet for any one customer.

C. Where the conditions in B. above do not exist, buried service entrance will be provided at the applicant's request and he shall be required to pay the additional or excess cost incurred by the Company as set forth in 5.1.6 following, or buried service entrance will be furnished without construction charge where the applicant provides conduit or opens and backfills a trench to specifications of the Company. (T) (M2)

6. Special Types of Construction

When a special type of construction other than those covered preceding is desired by a subscriber or where the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the subscriber except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company.

7. Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction. (M2)

M1 - This text formerly appeared on Section 5 Original Page 5.

M2 - This text formerly appeared on Section 5 Original Page 6.

The text previously found on this sheet can now be found on Section 5 2nd Revised Page 8.

GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

2<sup>nd</sup> Revised Page 8

Vice President

Cancels 1<sup>st</sup> Revised Page 8

Issued: 8/16/10

Effective: 9/15/10

---

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2. Rearrangements of Existing Plant (T) (M1)

When the Company is requested to **move or change existing plant** for which no specific charge is quoted in this tariff, the person or other entity at whose request such move or change is made may be required to bear the costs incurred.

When the **move or change** is made at the request of an individual he may be asked to pay the cost of the move or change as a one time charge.

5.3. Charges for Unusual Installation (M1)

1. Special Types of Installation (T)

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation.

2. Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

(T) (M2)  
|  
|  
|  
|  
(M2)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 5

Lera Roark (T)

1<sup>st</sup> Revised Page 9

Vice President (T)

Cancels Original Page 9

Issued: 8/16/10

Effective: 9/15/10

---

### 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 5.4. Special Service Arrangements

1. Where practicable, **special equipment** and arrangements, not otherwise provided for in this tariff, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consists of the following items to the extent they are applicable: (T)
  - A. Cost of maintenance. (T)
  - B. Cost of operation. (T)
  - C. Depreciation on the estimated cost installed of the facilities utilized, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage. (T)
  - D. Any other specific items of expense associated with the particular situation.
  - E. Any other specific items of expense associated with the particular situation. (T)
  - F. A reasonable amount, computed on the estimated cost installed of the facilities utilized, for return and contingencies. (T)
2. Estimated cost installed as mentioned in **C.** and **F.** preceding includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, right-of-way and any other investment items. (T)  
(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 8/16/10

TRA Tariff 1 (T)

SECTION 5

1<sup>st</sup> Revised Page 10

Cancels Original Page 10

Effective: 9/15/10

---

RESERVED FOR FUTURE USE

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 8/16/10

TRA Tariff 1 (T)

SECTION 5

1<sup>st</sup> Revised Page 11

Cancels Original Page 11

Effective: 9/15/10

---

RESERVED FOR FUTURE USE

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 8/16/10

TRA Tariff 1 (T)

SECTION 5

1<sup>st</sup> Revised Page 12

Cancels Original Page 12

Effective: 9/15/10

---

RESERVED FOR FUTURE USE

# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lera Roark (T)

Vice President (T)

Issued: 6/15/10

TRA Tariff 1 (T)

SECTION 6

1<sup>st</sup> Revised Page 1

Cancels Original Page 1

Effective: 7/15/10

---

## 6. DIRECTORY LISTINGS

### CONTENTS

	<u>Page Number</u>
6.1. Regulations Applicable to Directory Listings	2
6.2. Business Listings	3
6.3. Residence Listings	5
6.4. Private Telephone Numbers	5
6.5. Semi-Private Telephone Numbers	7
6.6. Additional Listing Charges	7
6.7. Miscellaneous Listings	8
A. Reference Listings	8
B. Foreign Listings	8
C. Indented Listings	8
D. Caption Listings	9
E. Additional Listings for Names Spelled More Than One Way	10
F. Alternate (Directory) Listings	10
G. Temporary Listings	12

(D)



# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 2

Vice President (T)

Cancels Original Page 2

Issued: 6/15/10

Effective: 7/15/10

---

## 6. DIRECTORY LISTINGS

### 6.1. Regulations Applicable to Directory Listings

- A. These rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service. (T)
- B. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence or arrangement. In accepting listings as requested by subscribers or prospective subscribers the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories. (T)
- C. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgement such listings would tend to delay or impede the use of the service. (T)
- D. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgement the clearness of the listing and the identification of the subscriber is not impaired thereby. (T)
- E. Except as hereinafter provided only one listing is furnished without extra charge for each main service, or PBX system; where a number of main services are provided on a rotary basis they are considered as one service. If **additional listings** are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines or PBX trunks associated with that service. (T)  
(T)
- F. All listings, with or without extra charge, usually bear the call number of the first line but, at the customer's request, listings may bear any of the consecutive numbers subject to Company approval provided in their judgement this exception will not adversely affect the service. (T)
- G. When in the judgement of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge. (T)(M)  
|  
|  
|  
(M)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1 (T)  
SECTION 6  
2<sup>nd</sup> Revised Page 3  
Cancels 1<sup>st</sup> Revised Page 3  
Effective: 7/15/10

---

### 6. DIRECTORY LISTINGS

#### 6.2. Business Listings

- A. Generally, business listings consist of a name, a designation descriptive of the subscriber's business if not self-explanatory, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners or members of the firm; the names of officers of the corporation where the subscriber is a corporation, and for any business establishment, the names of associated or employees of the subscriber. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls, or is duly authorized to and actually does represent.

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

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 4

Vice President (T)

Cancels Original Page 4

Issued: 6/15/10

Effective: 7/15/10

---

### 6. DIRECTORY LISTINGS

#### 6.2. Business Listings (Continued)

##### C. Business Designations

(T)

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

(T)

Examples of listings not permitted:

Getz, J.G., Mgr., Lewis Grocery Co., 234-6488

Lewis Grocery Co., Getz, J.G., Mgr., 234-6488

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

(T)

##### D. Trade Names

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

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1 (T)  
SECTION 6  
2<sup>nd</sup> Revised Page 5  
Cancels 1<sup>st</sup> Revised Page 5  
Effective: 7/15/10

---

### 6. DIRECTORY LISTINGS

#### 6.3. Residence Listings

(T)

Residence listings consist of a name and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

Special Residence Designations –

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

#### 6.4. Private Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests, when presented in writing, may be fulfilled through the assignment of a private telephone number subject to the rates and regulations outlined below.

Incoming calls to private telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

The telephone number, name and address of the subscriber may be disclosed in connection with 911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with 911 service.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 6

Vice President (T)

Cancels Original Page 6

Issued: 6/15/10

Effective: 7/15/10

---

### 6. DIRECTORY LISTINGS

#### 6.4. Private Telephone Numbers (Continued)

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone number or the disclosing of said number to any person.

##### A. Rate Application –

(T)

A monthly rate of **\$1.00** applies for each private telephone number except when provided for the following services:

- (1) Special Reversed Charge Toll Service
- (2) Foreign Exchange Service where the subscriber is also furnished Local Exchange Service (T)
- (3) Additional service furnished to the same subscriber who has service listed in the telephone directory at a same address (T)
- (4) Additional service furnished to the same subscriber who has service listed in the telephone directory at a different address, provided: (T)
  - a. The listed service is in the same local exchange, and
  - b. Arrangements have been made that calls to the listed number will be answered at all times. (T)
- (5) To a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club, if the subscriber is listed under the telephone number of the PBX; or semi-public service furnished to the hotel hospital, retirement complex, apartment house, boarding house or club (T)
- (6) Service which is installed for a temporary period
- (7) To Inward Wide Area Telecommunications Service

(T)

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 6

Lera Roark

2<sup>nd</sup> Revised Page 7

Vice President

Cancels 1<sup>st</sup> Revised Page 7

Issued: 6/15/10

Effective: 7/15/10

---

### 6. DIRECTORY LISTINGS

#### 6.5. Semi-Private Telephone Numbers

Semi-private telephone numbers are not listed in the Company's alphabetical directory, but are maintained on informational records and will be furnished upon the request of the calling party. The acceptance by the Company of the subscriber's request to furnish a semi-private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a semi-private telephone number in the directory shall attach to the Company. Where such number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such semi-private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a semi-private telephone number.

The telephone number, name and address of the subscriber may be disclosed in connection with 911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with 911 service.

**Rate Application** – A monthly rate of \$ .50 applies for each semi-private telephone number with the exception of those services previously listed under **6.4.A.** preceding.

#### 6.6. Additional Listing Charges

A. Additional name listings in excess of those permitted without extra charge, are furnished at \$ .35 per month. Additional line matter and directional calling information, where permitted, is furnished at \$ .35 per line, per month.

B. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

(T)

(T)

(T)

(M)

|

|

|

(M)

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 6/15/10

TRA Tariff 1 (T)  
SECTION 6  
2<sup>nd</sup> Revised Page 8  
Cancels 1<sup>st</sup> Revised Page 8  
Effective: 7/15/10

---

6. DIRECTORY LISTINGS

6.6. Additional Listing Charges (Continued)

(M)  
|  
|  
(M)

- C. Listing charges are automatically discontinued upon termination of the main service with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the subscriber may be discontinued upon request of the subscriber in case the listed party becomes a subscriber to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

(T)

6.7. Miscellaneous Listings

- A. Reference Listings – Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when in the judgement of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

(T)

(T)

Long Lumber Co. . . . . See South Lumber Co.

- B. Foreign Listings – Listings in the alphabetical section of the directory of an exchange other than the local exchange may be furnished to anyone listed at the regular rate for additional listings. An example of a chargeable foreign listing is as follows:

(T)

Allisen J. F. Atty. McMinnville, Tenn.  
(Long Distance) . . . . .786-1121

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

(T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 9

Vice President (T)

Cancels Original Page 9

Issued: 6/15/10

Effective: 7/15/10

---

## 6. DIRECTORY LISTINGS

### 6.7. Miscellaneous Listings (Continued)

#### C. Indented Listings (Continued)

(T)

For example:

Jones A.B. Atty	.....	523-4879
Res	.....	875-1345

or

Jones A.B. Contrs	.....	523-4141
Branch	.....	525-3882
Garage	.....	525-3970

#### D. Caption Listings

(T)

Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgement of the Company the captions will facilitate the use of the service. Listings indented under captions may include names of departments, branches of the business, titles of officials or individual names.

For example:

Standard Oil Co.		
Main ofc	.....	523-5011
City Mgr	.....	876-2651
Jones, J.O.	.....	822-9504
Service Stations		
Bankhd Av.	.....	872-9233
Pchtree	.....	874-5124

(1) Restrictions which apply to the listing of individual names are as follows:

(T)

a. Telephone names must be different from the main service and is to be shown.

(T)

b. Individual names will only appear under caption arrangements which show the appropriate main service, or PBX system number.

(T)

(T)

c. Individual names will not be listed with associated titles.

(T)



GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 10

Vice President (T)

Cancels Original Page 10

Issued: 6/15/10

Effective: 7/15/10

---

6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

D. Caption Listings (Continued) (T)

- (2) Listings that are variations of the same general line of business or which in the judgement of the Company appear to advertise or catalogue the extent of the subscriber's business or bring about group advertising are not permitted in listings to be indented under captions. (T)

E. Additional Listings for Names Spelled More Than One Way (T)

Subscribers whose names may be spelled different from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate.

For example:

**Smithe A B** ..... 872-2377

And as listed under "Smith"

**Smith A B** ..... 872-2377

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

F. Alternate (Directory) Listings (T)

Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

- (1) Nights, Sundays, and Holidays – (T)
- a. This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such a listing is **\$0.35** per month for each line of the "Note", and for each listing included under the "Note". (T)

GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 11

Vice President (T)

Cancels Original Page 11

Issued: 6/15/10

Effective: 7/15/10

6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

F. Alternate (Directory) Listings (Continued) (T)

(1) Nights, Sundays, and Holidays (Continued) (N)

- b. Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown for those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing. (T)

Example:

Doe Mfg Co furn ..... 378-5216

Note: From 5 pm to 8 am on weekdays,  
from 5 pm Saturdays until 8 am  
Mondays and Holidays call as  
follows:

City Sales ..... 378-7931  
Manager ..... 237-8077

(2) If no answer dial – (T)

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers in such listings. This type of alternate listing is charged for at a rate of \$ .35 per month and appears in the directory as follows:

Phillips John E atty ..... 389-8719  
If no answer dial ..... 237-4211

(M)  
|  
|  
|  
(M)

GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 6

Lera Roark (T)

1<sup>st</sup> Revised Page 12

Vice President (T)

Cancels Original Page 12

Issued: 6/15/10

Effective: 7/15/10

---

6. DIRECTORY LISTINGS

6.7. Miscellaneous Listings (Continued)

G. Temporary Listings (T)

(1) **Tenants Sub-leasing Subscriber's Premises**

(N)

Residence subscribers who lease their premises for periods of less than one year and who request the Company to render service to their tenants without a change in billing, may arrange for the listing of such tenants on "Directory Assistance" records only.

(T) (M)

|

|

(M)

- (2) A charge for an additional listing applies with a minimum charge for any listing period of **\$ 0.35**. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges.

(T)

(D)

|

|

|

|

|

|

|

|

|

|

|

|

|

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 7/20/10

TRA Tariff 1 (T)  
Section 7  
4<sup>th</sup> Revised Page 1  
Cancels 3<sup>rd</sup> Revised Page 1  
Effective: 8/19/10

---

## 7. COIN TELEPHONE SERVICE

### CONTENTS

	<u>Page</u> <u>Number</u>	
7.1 Payphone Access Line	2	(T)
A. General	2	
B. Definitions	2	
C. Rules and Regulations	3	
D. Rates and Charges	4	(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Section 7

Lera Roark

2<sup>nd</sup> Revised Page 2

Vice President

Cancels 1<sup>st</sup> Revised Page 2

Issued: 7/20/10

Effective: 8/19/10

### 7. COIN TELEPHONE SERVICE

7.1.	<u>Payphone Access Lines</u>	(T) (M)
A.	<u>General</u>	(T)
	Payphone Access Lines provides telephone service to a customer-leased or owned payphone with or without coin collecting devices. A payphone access line permits providers of such service to provide pay telephone service to the public.	
B.	<u>Definitions</u>	(T)
(1)	<b>Coin Supervision</b> - provides signaling capability from the central office for payphone that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.	(T)
(2)	<b>Customer</b> - for the purposes of this tariff, the Customer is the paystation service provider.	(T)
(3)	<b>Network Interface Device</b> - a company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company.	(T)
(4)	<b>Originating Line Screening (OLS)</b> - enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and services are available.	(T)
(5)	<b>Payphone Access Line</b> - a basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.	(T)
		(M)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

Section 7

Vice President

2<sup>nd</sup> Revised Page 3

Issued: 7/20/10

Cancels 1<sup>st</sup> Revised Page 3

Effective: 8/19/10

## 7. COIN TELEPHONE SERVICE

7.1	<u>Payphone Access Lines (Continued)</u>	(T)(M1)
C.	<u>Rules and Regulations</u>	(T)
(1)	Payphone Access Line service will be considered a business service for the purpose of applying terms, rates and conditions found elsewhere in this tariff.	(T)
(2)	Only one paystation instrument may be connected to each payphone access line. Off-premise extensions are not permitted.	(T)
(3)	The customer shall be responsible for the installation, operation and maintenance of any payphone instrument used in connection with this service.	(T)
(4)	Directory listings may be provided under the regulations that govern the furnishing of listings for business customers.	(T)
(5)	Coin-free operator and emergency 911 access must be available from all payphones.	(T)
(6)	One directory will be distributed to the customer without charge for each payphone access line.	(T)
(7)	The customer is responsible for the provision of booths, shelves, directories and all ancillary equipment.	(T)
(8)	The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any directory assistance calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's payphone instrument.	(T)
(9)	The Company reserves the right to disconnect service when the customer does not comply with the FCC and state rules and regulations related to payphone access lines and equipment.	(M1)
		(T)(M2)
(10)	The Multiline Business Subscriber Line Charge, as found in the interstate access services tariff, is applicable to all payphone access lines.	(T)
		(M2)

M1 - This text formerly appeared on Section 7 2nd Revised Page 18, which has been removed.

M2 - This text formerly appeared on Section 7 9th Revised Page 19, which has been removed.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner

Vice President

Issued: 8/23/13

TRA Tariff 1

Section 7

7<sup>th</sup> Revised Page 4

Cancels 6<sup>th</sup> Revised Page 4

Effective: 10/01/13

## 7. COIN TELEPHONE SERVICE

### 7.4. Payphone Access Lines (Continued)

#### D. Rates and Charges

	Monthly Rate	Nonrecurring Charge	
(1) Payphone Access Line <sup>1</sup>	\$14.44		(D)
			(D)
(2) Coin Supervision	2.21		
(3) Originating Line Screening (OLS)		\$7.95	
			(D)
			(D)

**Note 1:** Installation, moves and change charges will be those applicable to business service.

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 7/20/10

TRA Tariff 1 (T)  
Section 7  
2<sup>nd</sup> Revised Page 5  
Cancels 1<sup>st</sup> Revised Page 5  
Effective: 8/19/10

---

7. COIN TELEPHONE SERVICE

This page deletes the pages listed below for Section 7.

(T)

PAGE	REVISION NOW APPEARS	<b>Sec.    Rev.    Pg.</b>		
		<u>Sec.</u>	<u>Rev.</u>	<u>Pg.</u>
6	2nd	<b>Deleted</b>		
7	2nd	<b>Deleted</b>		
8	3rd	<b>Deleted</b>		
9	4th	<b>Deleted</b>		
10	3rd	<b>Deleted</b>		
11	3rd	<b>Deleted</b>		
12	3rd	<b>Deleted</b>		
13	3rd	<b>Deleted</b>		
14	2nd	<b>Deleted</b>		
15	2nd	<b>Deleted</b>		
16	2nd	<b>Deleted</b>		
17	Original	7 2nd	2	
18	Original	7 2nd	3	
19	9th	7 3rd	4	



## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 06/01/15

TRA Tariff 1

SECTION 8

1<sup>st</sup> Revised Subject Index Page 1

Cancels Original Subject Index Page 1

Effective: 09/30/15

---

### 8. CONCURRENCES

	<u>PAGE NO.</u>	
Distance Learning Video Transport Service	8	
Foreign Central Office Service	1	
Foreign Exchange Service	1	
Long Distance Operator Service Requiring Telephone Number Assistance – Intrastate-InterLATA	6	(D)
		(D)
Message Toll Telephone Service Concurrence	2	(D)
Optional Calling Plans	9	
Private Line Services	8	
Wide Area Telecommunications Service (WATS)	7	

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

SECTION 8

Lera Roark

3rd Revised Page 1

Vice President

Cancels 2<sup>nd</sup> Revised Page 1

Issued: 7/20/10

Effective: 8/19/10

---

### 8. CONCURRENCES

(T)

#### 8.1. FOREIGN EXCHANGE SERVICE

(T)

Peoples Telephone Company concurs in the Foreign Exchange Service rates, rules and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

(T)

#### 8.2. FOREIGN CENTRAL OFFICE SERVICE

(T)

Peoples Telephone Company concurs in the Foreign Central Office Service rates, rules and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

(T)

(T)

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 8

Lera Roark

3rd Revised Page 2

Vice President

Cancels 2<sup>nd</sup> Revised Page 2

Issued: 7/20/10

Effective: 8/19/10

---

8. CONCURRENCES (T)

8.3. MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (T)

A. Applicability (T)

Applicable to message toll telephone service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

B. Territory (T)

Between points in the State of Tennessee where the respective rate centers of such points are located in said state. The Company concurs in the standard toll rates, rules, and regulations governing such communications as filed by the BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party, except Dial Direct Station-to-Station Long Distance Message Telecommunications Service (MTS). The Company hereby expressly reserves the right to cancel this statement of concurrence at the time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies. (T)

C. Application (T)

This tariff applies to Dial Direct Station-to-Station Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities within the state of Tennessee, between two or more points within the state of Tennessee where the respective rate centers of such points also are located within the same LATA in said state. (T)

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 8

Lera Roark

3rd Revised Page 3

Vice President

Cancels 2<sup>nd</sup> Revised Page 3

Issued: 7/20/10

Effective: 8/19/10

---

8. CONCURRENCES (T)

8.3. MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (Continued) (T)

A. General (T)

(1) Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service, on a dialed direct station-to-station basis. (T)

(2) Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in “Rules and Regulations” section of this tariff, which restrict the use of service and prohibit payment to the Customer by another for use of the service. (T)

(3) Service is offered to Residential and Business customers on a Station-to-Station, dialed direct basis only. (T)

B. Rates and Charges

(1) Charges for each Long Distance MTS message between any two points within the state are determined as follows: (T)

a. Rates are not mileage sensitive. (T)

b. Rates are applied for each minute or fraction thereof. (T)

**Rate for dialed direct, station to station calls is \$0.15 per minute. All days, all hours.** (T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

Lera Roark

SECTION 8

Vice President

2nd Revised Page 4

Issued: 7/20/10

Cancels 1<sup>st</sup> Revised Page 4

Effective: 8/19/10

## 8. CONCURRENCES

(T)

### 8.3. MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (Continued)

(T)

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

(T)

#### (2) Rate Discounts for Speech and Hearing Impaired

(T)

The following discounts apply only to speech and hearing impaired dialed direct station-to-station calls, when documentation has been provided to the telephone company:

	Rates and Applicable Periods						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00 AM to 5:00 PM_	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	47 % Disc.	47 % Disc.
5:00 PM to 11:00 PM_	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.	20 % Disc.
11:00 PM to 8:00 AM_	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.	47 % Disc.

Day Rate Period – Full Rate

Evening Rate Period – 20 % Discount

Night and Weekend Rate Period – 47 % Discount

\_ To, but not including

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 8

Lera Roark

2nd Revised Page 5

Vice President

Cancels 1<sup>st</sup> Revised Page 5

Issued: 7/20/10

Effective: 8/19/10

---

8. CONCURRENCES (T)

8.3. MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE (Continued) (T)

B. Rates and Charges (Continued) (T)

(3) Timing of Messages (T)

a. Each minute or fraction of a minute is rounded to the next whole minute. (T)

b. Per minute rate applies for the first and each additional minute, all days, all hours. (T)

c. On all Station-to-Station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system. (T)

d. Chargeable time ends when the calling station “hangs up” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network. (T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 06/01/15

TRA Tariff 1

SECTION 8

3<sup>rd</sup> Revised Page 6

Cancels 2<sup>nd</sup> Revised Page 6

Effective: 09/30/15

---

## 8. CONCURRENCES

### 8.4 LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE DIALING ASSISTANCE – INTRALATA / INTERLATA

Peoples Telephone Company concurs with the Long Distance Operator Service Requiring Telephone Number Assistance rates, rules and regulations governing such communications as filed with the Tennessee Regulatory Authority by BellSouth Telecommunications, Inc., together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.

8.5

(D)

(D)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner (T)

Vice President

Issued: 06/01/15

TRA Tariff 1

SECTION 8

1<sup>st</sup> Revised Page 7

Cancels Original Page 7

Effective: 09/30/15

---

## 8. CONCURRENCES

8.6.

(D)

(D)

### 8.7. WIDE AREA TELECOMMUNICATIONS SERVICE

Peoples Telephone Company concurs in the standard Wide Area Telecommunications Service (WATS) rates, rules and regulations governing such communications as filed by BellSouth Communications, Inc. and AT&T Communications, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations until this concurrence is revoked or cancelled by either party. The Company, hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such a cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.



GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

SECTION 8

Original Page 8

Lera Roark

Vice President

Issued: 7/20/10

Effective: 8/19/10

---

8. CONCURRENCES

8.8. PRIVATE LINE SERVICES

(T)

A. Applicability

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

B. Territory

Between points in the State of Tennessee where the respective rate centers of such points are located in said state. Peoples Telephone Company concurs in the Private Line Service rates, rules and regulations governing such communications as filed by the BellSouth Telecommunications Company, Inc., together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company subject to the jurisdiction of the TRA as it applies.

(T)

(T)

8.9. DISTANCE LEARNING VIDEO TRANSPORT SERVICE

(T)

(T)

Peoples Telephone Company concurs in the Distance Learning Video Transport Service rates, rules and regulations governing such communications as filed by BellSouth Telecommunications Company, Inc. together with any amendments or successive issues thereof and makes itself a party to such rules and charges until this concurrence is revoked or cancelled by either party. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the TRA as it applies.

(T)

(T)

(T)

(T)

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

SECTION 8

Original Page 9

Lera Roark

Vice President

Issued: 7/20/10

Effective: 8/19/10

---

### 8. CONCURRENCES

#### 8.10. OPTIONAL CALLING PLANS (T)

##### A. Applicability (T)

Applicable to optional calling plan services furnished or made available by company between its points and points reached over facilities of connecting companies.

##### B. Territory (T)

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

Peoples Telephone Company assents to, adopts, and concurs in the Optional Calling Plan Service Tariff filed with the Tennessee Regulatory Authority by BellSouth Telecommunications for Optional Calling Plan Services, as such tariffs now exist, or as they may revised, added to, or supplemented by succeeding sheets or issues. The Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of The Company subject to the jurisdiction of the TRA as it applies. (T)

##### C. Description of Service (T)

Optional Calling Plans are specially designed toll plans applicable to intrastate subscriber-dialed station-to-station sent paid toll messages placed from the Optional Calling Plan subscriber's telephone during the service period to stations in the prescribed terminating exchange, exchanges or area. All other toll messages will be billed as regular toll messages.

##### D. Contiguous Area Calling Plan

The Contiguous Area Calling Plan will be billed at fifty percent (50%) of the current BellSouth – Tennessee toll rates for the first sixty (60) minutes of intraLATA 1+ Direct Dialed Long Distance calls to contiguous counties from which the customer resides. After the first sixty (60) minutes, toll rates will be at the full billing rate for each additional minute. This plan will remain in effect until IntraLATA bill and keep goes into effect per TRA Docket #96-00774.

GENERAL SERVICES TARIFF

Peoples Telephone Company, Inc.

TRA Tariff 1

SECTION 9

Lera Roark

3<sup>rd</sup> Revised Page 1

Vice President

Cancels 2<sup>nd</sup> Revised Page 1

Issued: 8/16/10

Effective: 9/15/10

---

9. KEY AND PUSHBUTTON TELEPHONE SERVICE

PAGE	REVISION	NOW APPEARS		
		<u>Sec.</u>	<u>Rev.</u>	<u>Pg.</u>
2	2nd	Deleted		
3	2nd	Deleted		
4	2nd	Deleted		

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

SECTION 9

2<sup>nd</sup> Revised Page 2

Cancels 1<sup>st</sup> Revised Page 2

Effective: 8/19/10

---

(D)

|

|

(D)

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 7/20/10

TRA Tariff 1 (T)

SECTION 9

2<sup>nd</sup> Revised Page 3

Cancels 1<sup>st</sup> Revised Page 3

Effective: 8/19/10

---

(D)

|

|

|

|

|

|

|

|

|

|

|

|

|

|

|

(D)

GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 9

Lera Roark (T)

2<sup>nd</sup> Revised Page 4

Vice President

Cancels 1<sup>st</sup> Revised Page 4

Issued: 7/20/10

Effective: 8/19/10

---

(D)

This page also deletes the pages listed below for Section 9.

(N)

PAGE	REVISION	NOW APPEARS			(N)
		<u>Sec.</u>	<u>Rev.</u>	<u>Pg</u>	
5	1 <sup>st</sup> Revised	Deleted			
6	1 <sup>st</sup> Revised	Deleted			
7	1 <sup>st</sup> Revised	Deleted			
					(N)

# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 6/15/10

TRA Tariff 1 (T)

SECTION 10

2nd Revised Page 1

Cancels 1<sup>st</sup> Revised Page 1

Effective: 7/15/10

---

## 10. PRIVATE BRANCH EXCHANGE SERVICE

### CONTENTS

	<u>Page Number</u>	
10.1. General	2	
10.2. Rate Application	3	
10.3. Station Lines	3	(T)
Business	3	

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 10

Lera Roark (T)

1<sup>st</sup> Revised Page 2

Vice President (T)

Cancels Original Page 2

Issued: 6/15/10

Effective: 7/15/10

---

### 10. PRIVATE BRANCH EXCHANGE SERVICE

#### 10.1. General

1. Private Branch Exchange Service or Private Auxiliary Branch Exchange Service commonly known as PBX or PABX service, and hereinafter referred to as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other subscribers.
2. Flat rate PBX service is offered to both business and residence subscribers.
3. All operating at the subscriber's premises is performed at the expense of the subscriber and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
4. Suitable building space and commercial power, including outlets, required for the operation of the PBX system shall be furnished by the subscriber.
5. Provided that separate exchange service is also installed, PBX stations may be located on premises of other than the subscriber. Such stations are to be used only for communication with such other stations as are connected with the PBX switchboard and located on the premises of the subscriber.
6. The rates specified hereinafter apply for PBX stations located on the same premises and in the same building as the switchboard (for manual PBX systems). For stations not so located, extension line mileage charges shall apply as specified in **Section 11** of this tariff.



# GENERAL SERVICES TARIFF

Peoples Telephone Company (T)

Lera Roark (T)

Vice President

Issued: 6/15/10

TRA Tariff 1 (T)

SECTION 10

2nd Revised Page 3

Cancels 1<sup>st</sup> Revised Page 3

Effective: 7/15/10

---

## 10. PRIVATE BRANCH EXCHANGE SERVICE

### 10.2. Rate Application

Additional charges for tie lines and extension line mileage, if appropriate, are stipulated in **Section 11 following.** (T)

### 10.3 Station Lines

(T)

#### **Business**

Monthly  
Rate

(T)

a. PBX line termination

\$2.00

b. Extension on line termination

1.50

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Page Number</u>	
11.1. Extension Access Locations	2	
11.2. Extension Line Mileage	3	
11.3. Tie Line Service	6	
11.4. Schools, Libraries and Health Care Programs	9	
11.5. Arrangements for Night, Sunday and Holiday Service	11	
11.6. Enhanced Universal Emergency Number Service (E911)	13	
11.7. Selective Toll Restriction Services	19	
11.8. Custom Calling Services	21	
11.9. Conference on Demand	36	(N)
11.10. In-Classroom Computer Access Service	40	
11.11. TEC Announce	42	
11.12. Integrated Services Digital Network (ISDN)	49	
11.13. Centrex Service	95	
11.14. Remote Call Forwarding Service	110	
11.15. Direct-Inward Dialing Service	115	
11.16. N11 Dialing Service	117	
11.17. 711 Dialing Code for Telephone Relay Service (TRS)	124	
11.18. Key and Pushbutton Telephone Service	129	

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.1. **Extension Access Locations**

#### 1. **General**

- A. Extension access locations may be provided in connection with all classes of main station service. (T)
- B. Extension access locations must be located on the same premises of the subscriber on which the main station is located and are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment; except that in the case of individual line subscriber's service, extensions may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit:
  - (1) Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
  - (2) Where the extension is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.(D)
- C. The provision of circuits required to connect main and extension access locations is subject to additional regulations and charges shown in **Section 11.2**, following. (T)
- D. The number of extension stations which may be permitted with any main station is limited to such number as, in the judgement of the Company, will not interfere with the efficient operation of the service. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.1. **Extension Access Locations (Continued)**

#### 2. **Rates**

For each Company-provided extension access location the following monthly rates apply:

Business . . . . .	<b>\$ 1.80</b>
Residence . . . . .	<b>\$ 1.25</b>

### 11.2. **Extension Line Mileage**

#### 1. **General**

- A. The basic rates for extension access locations and PBX stations are for such stations that are located within the same building as the main station, PBX switchboard (for manual PBX systems) or the PBX dial switching equipment (for dial PBX systems). Where extension access locations or PBX stations are provided at other locations and for other circuit extensions of similar character, extension line mileage charges are applicable as set forth below, in addition to the basic rates. (T)
- B. Mileage charges are computed from the point where the extension line leaves the building in which is located the main station of PBX system (the attendant's position or manual PBX systems or the dial switching equipment for dial PBX systems) to the building in which the extension access location, PBX station or other service is located. For circuit extensions on the same premises to different buildings and for circuit extensions to different buildings on different premises, the mileage charge is made for each quarter-mile or fraction thereof, route measurement, as provided herein. Mileage charges are computed separately for each extension line. (T)
- C. Where supporting structure is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure is furnished by the subscriber as provided for "Construction on Private Property" in **Section 5**. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.2. **Extension Line Mileage (Continued)**

#### 1. **General (Continued)**

- D. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber: (T)
- (1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
- (2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
- E. When the practical manner of providing necessary circuits to outside stations requiring two or more circuits per station, especially those associated with PBX Dial Key Station Systems or Pushbutton Telephone Service, is by means of placing cable or multi-pair drop wire specifically for this purpose, except where the conditions in **D.** preceding prevail, a monthly charge of **2.2 percent** of the in-plant cost of providing the cable or drop wire will be applicable in lieu of mileage charges provided the charge so computed is not less than the mileage charge for one circuit per station or not more than the sum of the mileage charges for each circuit used. This rate treatment is not to include the costs for poles, anchors or guy wire which are to be provided in accordance with **c.** preceding. (T) (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.2. **Extension Line Mileage (Continued)**2. **Rates****Extension Line Mileage Charges:****Monthly  
Rate**

---

- A. Between different buildings on the same premises: (T)

For each one-tenth mile or fraction thereof, route measurement

\$ .70

- B. Between different premises, same building: (T)

For each one-quarter mile or fraction thereof, route measurement

\$ none

- C. Between buildings on different premises: (T)

- (1) Within the same exchange, for each one-tenth mile or fraction thereof, route measurement

\$ .70

- (2) In different exchanges, for Extension stations and PBX stations, private line mileage charges apply.

See Private Line  
Service Tariff  
Section 8

(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.3. **Tie Line Service**

#### 1. **General**

- A. Tie lines are circuits connecting PBX systems to provide standard transmission on a two-point basis as follows: (T)
  - (1) Connection between a station on one system and a station on the other system in which the tie line terminates.
  - (2) Connection of a single tie line (at either end but not at both ends simultaneously) to a central office trunk for through communications between a station connected to the system in which the tie line terminates, and any other station to which the central office trunk has access via local or long distance facilities.
- B. Tie lines are not furnished to connect a flat rate system with a message rate system. (T)
- C. The monthly charge for tie line service is the sum of the intraexchange or interexchange tie line charge plus the tie line termination charges outlined in **11.3.2. and 11.3.3.**, following. (T)  
(T)

#### 2. **Tie Line Charges** (T)

##### A. **Intraexchange** (T)

- (1) For tie lines connecting systems contracted for by the same or different subscribers and located in the same exchange area, mileage charges apply as provided in **11.2.1** preceding, for extension line mileage except that the minimum charge for each tie line is **\$7.00** per month.
- (2) Mileage charges are computed on route measurements between the systems and separately for each tie line.

##### B. **Interexchange** (T)

For tie lines connecting systems in different exchanges see the applicable **Private Line Services, Section 8.** (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3. **Tie Line Service (Continued)**3. **Tie Line Terminations** (T)A. **Intraexchange Lines** (T)

	Monthly Termination Rate	Basic Termination Charge	
(1)			(D)   (D)
(2)			(D)   (D)
(3) Trunk termination, each termination	\$10.75#	\$ 90 (60)	(T) (T)
(4)			(D) (D)

B. **Interexchange Lines** (T)

(1)			(D)                     (D)
-----	--	--	--

# Includes selector, connector or equivalent switching equipment of similar capacity.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3. **Tie Line Service (Continued)**3. **Tie Line Termination (Continued)** (T)b. **Interexchange Lines (Continued)** (T)

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>	
(1) <u>(Continued)</u>			
(b)			(D)
			(D)
Two-way manual ringdown, single jack, terminating only, each termination	\$ 7.10	\$ -	
Two-way manual ringdown, double jack, through and terminating, each termination	\$11.00	-	
Receiving or sending equipment, where required (as for Railroad Dispatching lines), each	\$ .60	-	
(2) <u>Tie Line Termination, each line</u>	\$14.00#	\$300.00 (60)	(T)

# Includes selector, connector or equivalent switching equipment of similar capacity

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.4. **Schools, Libraries and Health Care Programs** \*

#### 1. **Schools and Libraries Discount Program**

##### A. **General**

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff and the BellSouth Private Line Services Tariff, at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The Rules codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in **E. Schools and Libraries Discount Matrix** following, the discounts will be between 20% and 90% of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage and will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in **B. Regulations** following. Discounts are available only to the extent that they are funded by the federal universal service fund.# Schools and libraries may aggregate demand with other eligible entities to create a consortium.

\* Implemented 1/1/98

# This does not apply to the existing state discount to schools and libraries contained in Sections 3.4.B, 8.8 and 11.12. If the federal discount is utilized, the state discount will not apply.

(T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4. **Schools, Libraries and Health Care Programs \* (Continued)**

1. **Schools and Libraries Discount Program (Continued)**

B. **Regulations**

1) **Obligation of eligible schools and libraries**

a. Requests for service

- (1) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (2) Schools, libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (3) Services requested will be used for educational purposes.
- (4) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

2) **Obligations of the Company**

- a. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with this tariff are listed in **D. Services Ineligible for Schools and Libraries Discounts** following.
- b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4. **Schools, Libraries and Health Care Programs \* (Continued)**

1. **Schools and Libraries Discount Program (Continued)**

B. **Regulations (Continued)**

2) **Obligations of the Company (Continued)**

- c. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to Tennessee Regulatory Authority approval.

C. **Discounted Rates for Schools and Libraries**

- 1) Discounts for eligible schools, libraries and consortia shall be set at a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- 2) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- 3) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- 4) The discount matrix for eligible schools, libraries and consortia are listed in **E. Schools and Libraries Discount Matrix** following.

D. **Services Ineligible for Schools and Libraries Discount**

- 1) Voice Mail Services

\* Implemented 1/1/98

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4. **Schools, Libraries and Health Care Programs \*Continued)**1. **Schools and Libraries Discount Program (Continued)**E. **Schools and Libraries Discount Matrix**

How Disadvantaged	% Discount Level	
	Urban	Rural
% of students eligible for national school lunch program	<u>Discount</u>	<u>Discount</u>
< 1	20	25
1 - 19	40	50
20 - 34	50	60
35 - 49	60	70
50 - 74	80	80
75 - 100	90	90

\* Implemented 1/1/98

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.4. **Schools, Libraries and Health Care Programs \* (Continued)**

#### 2. **Health Care Providers Support Program**

##### A. **General**

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers, located in rural areas reduced rates for Company intrastate services available in this tariff. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service order 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

##### B. **Regulations**

- 1) To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- 2) Reduced rates are available only to the extent that they are funded by the Federal Universal Service Fund.
- 3) Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal services support shall apply only to the portion of eligible services used by an eligible health care provider.

\* Implemented 1/1/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4. **Schools, Libraries and Health Care Programs \* (Continued)**

2. **Health Care Providers Support Program (Continued)**

B. **Regulations (Continued)**

4) **Responsibility of eligible health care providers:**

- a. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
- b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
- c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
- d. A health care provider that cannot obtain toll-free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
- e. Services cannot be sold; resold or transferred in consideration for money or any other thing of value.

5) **Responsibility of the Company:**

- a. The Company shall offer the rates and charges as specified in **C. Rates and Charges**, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in **A. General** preceding.

\*Implemented 1/1/98

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4. **Schools, Libraries and Health Care Programs\* (Continued)**

2. **Health Care Providers Support Program (Continued)**

B. **Regulations (Continued)**

5) **Responsibility of the Company: (Continued)**

- b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- c. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Tennessee Regulatory Authority approval.

C. **Rates and Charges**

The following price adjustments will be available to eligible rural health care providers, except subparagraph 3) following, which shall be available to all eligible health care providers, regardless of location:

- 1) A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Tennessee with a population of at least 50,000.
- 2) An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Tennessee with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

\* Implemented 1/1/98



Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 11

Lera Roark

1<sup>st</sup> Revised Page 10.3

Vice President

Cancels Original Page 10.3

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.4. **Schools, Libraries and Health Care Programs\* (Continued)**

#### 2. **Health Care Providers Support Program (Continued)**

##### C. **Rates and Charges (Continued)**

- 3) Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

\* Implemented 1/1/98

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.5. Arrangements for Night, Sunday and Holiday Service

1. A subscriber to PBX service who desires to receive incoming calls after usual business hours, without the service of any attendant at the switchboard, may arrange for such service as follows:
  - a. Each trunk line which is to be connected through a PBX station at night, on Sundays and Holidays is bridged to a central office multiple jack bearing a different (non-consecutive) number. The regular number in the rotary series may then be used for day service, and the special (non-consecutive) number for night service. Calls made at night for the special number are completed only over the trunk line to which it is bridged, no connection being made with any other trunk line in case the called number is busy or does not answer.
  - b. Example of Directory Listings:

Paterson Transfer Company 24 North . . . . . 256-1500

Note: From 5PM to 8AM on week days,  
from 1PM Saturday to 8AM  
Monday and on holidays call  
as follows B

Office 24 North . . . . .	256-1875
Watchman 24 North . . . . .	256-1875
Garage 29 Lake . . . . .	256-1987
Storage Warehouse 150 Elm . . . . .	256-1082

Peoples Telephone Company

TRA Tariff 1 (T)

SECTION 11

Lera Roark (T)

1<sup>st</sup> Revised Page 12

Vice President (T)

Cancels Original Page 12

Issued: 8/16/10

Effective: 9/15/10

---

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5. **Arrangements for Night, Sunday and Holiday Service (Continued)**

(T)

2. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
a. Directory Listings . . . . .	As specified in Section A6 of this tariff.	
b. Night Service Equipment . . . . .	\$15.00	\$250.00

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911)**

#### 1. **General**

- A. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. (T)

E911 Service requires the interaction of two distinct services: the functions provided via network-related "Service Features," and those associated with customer premises terminal equipment (PSAP equipment). "Service Features" is a regulated service offering of the Local Exchange Company only, and rates and charges for same are included herein. PSAP equipment may be provided by the Company or other vendors. While the functionality of PSAP equipment is regulated by the terms and conditions set forth by the Tennessee Regulatory Authority, rates and charges for such equipment are subject only to economic market forces, and are therefore excluded.

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

- C. The E911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 2. **Definition of Terms**

- A. **Alternate Routing (AR)** - A feature provided to allow E911 calls to be routed to a designated alternate location if: (T)
- 1) all E911 exchange lines to the primary PSAP are busy, or (T)
  - 2) the primary PSAP closes down for a period. (T)
- This is a standard feature of E911 Service.
- B. **Attendant Position Equipment** - Terminal equipment employed at the PSAP attendant's answering location used in the answering, transferring and displaying of public emergency telephone calls originated by persons within the serving area who dial 911. (T)
- C. **Automatic Location Identification (ALI)** - A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. (T)
- D. **Automatic Number Identification (ANI)** - A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP attendant position equipment. (T)
- E. **Data Management Systems (DMS)** - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features. (T)
- F. **Default Routing (DR)** - A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped for Selective Routing. Four party and rural service will be default routed. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 2. **Definition of Terms (Continued)**

- G. **Emergency Service Number (ESN)** - A number that defines the set of emergency services (e.g., police, fire, emergency medical) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs. (T)
- H. **End Office** - The Central Office(s) in the E911 System which receives originating E911 calls. (T)
- I. **Enhanced 911 (E911) Control Office** - The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP. (T)
- J. **Enhanced 911 Service Area** - The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance. (T)
- K. **Fixed Transfer** - A feature which enables a PSAP attendant to transfer incoming E911 calls to specific secondary PSAPs by use of a single button on the PSAP attendant position equipment. (T)
- L. **Forced Disconnect** - A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service. (T)
- M. **Manual Transfer** - A feature that enables the PSAP attendant to transfer an incoming E911 call by activating the switchhook of the associated telephone or the "add" button on the PSAP attendant position equipment and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit and is a standard feature of E911 Service. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 2. **Definition of Terms (Continued)**

- N. **Public Safety Answering Point (PSAP)** - An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first; secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities. (T)
- O. **Selective Routing (SR)** - A feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party and associated ESN. (T)
- P. **Selective Transfer** - A feature which enables a PSAP attendant to transfer incoming calls to secondary agencies which serve the caller's location by activating a single button on the PSAP attendant position equipment. This type of transfer is only available when the SR feature is provided. (T)
- Q. **Serving Central Office** - The Central Office from which a PSAP, either primary or secondary, is served. (T)
- R. **Universal Emergency Number Service** - A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAP's established and operated by the customer. The lines and C.O. equipment associated with the E911 service arrangement for answering, transferring and dispatching of public emergency telephone calls are included. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations**

- A. This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality. (T)
- B. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this Tariff. (T)
- C. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public. (T)
- D. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. (T)
- E. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer. (T)
- F. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises. (T)
- G. Temporary suspension of service is not provided for any part of the E911 Service. (T)
- H. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 Service. When the selective routing feature is provided, in such circumstances, Default Routing and central office identification will be provided in lieu of Selective Routing and ANI Display. (T)



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

3. **Rules and Regulations (Continued)**

I. ANI and/or ALI will not be displayed on calls placed over four-party or rural lines. Central office identification is provided in lieu of ANI/ALI. (T)

J. In addition to the limitations of liability set forth in this tariff, the Company's entire liability in connection with the provision, interruption or failure of E911 Service shall be limited to the terms set forth as follows: (T)

The Company's liability for any loss or damage, including personal injury or death, arising from errors, omissions, interruptions, delays, defects, failures, or malfunctions of this service or occurring in the course of or as a result of the provision of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of **\$50.00** or an amount equivalent to the proportionate charge for the period of service during which such error, omission, interruption, delay, defect, failure or malfunction occurs. No allowance will be made if the interruption is due to the negligence or willful act of the customer of the service.

K. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

- L. Each customer agrees to release, defend, indemnify and hold harmless the Company from any and all losses, claims, demands, suits and other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: (1) 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, and which arises out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or (2) for any infringement or invasion of the right of 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, location, or use of E911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone number used by the party or parties accessing E911 service hereunder, or (3) arising out of any act or omission of the customer, in the course of using services provided pursuant to the Tariff. (T)
- M. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where E911 is offered. (T)
- N. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

- O. Application for E911 service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cut-overs. (T)

When an order for 911 service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

- P. Any terminal equipment used in connection with E911 service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call and must comply with the guidelines for such equipment adopted by the Tennessee Regulatory Authority. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

Q. The customer must furnish the Company its agreement to the following terms and conditions: (T)

1. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
2. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 Service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties.
4. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
5. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed. A minimum of two E911 lines are required.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

- R. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing information to the Company: (T)
1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
  2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

- R. (Continued) (T)
- (3) The Company will provide to the customer on request a complete written copy of the master address file on permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations. (T)
- (4) Charges, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis. (T)
- (5) The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file. (T)
- S. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this Tariff, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc. (T)
- T. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's serving area. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 3. **Rules and Regulations (Continued)**

- U. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps: (T)
1. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
  2. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
  3. Customer shall use due care in providing for the security and confidentiality of the information.
  4. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
  5. As soon as the customer has completed using the information for the purposes authorized in the Tariff or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed.
- V. E911 Service is not eligible for concession service as specified in **Section 3** of this Tariff. (T)

#### 4. **Service Features**

- A. E911 Service is available in four service feature offerings.

(1) Automatic Number Identification (ANI)

Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 4. **Service Features (Continued)**

##### A. **(Continued)**

(T)

##### (2) Automatic Number Identification and Selective Routing (ANI/SR)

Charges are based on the total number of access lines to which both ANI and SR applies.

##### (3) Automatic Number Identification and Automatic Location Identification (ANI/ALI)

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.

##### (4) Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Charges are based upon the total number of access lines to which ANI, ALI, and SR apply.

When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

##### B. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer-provided equipment. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Exchange Lines.

(T)



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 4. **Service Features (Continued)**

C. The following standard features are included with each of the service offerings:

- Forced Disconnect
- Alternate Routing (Night Service)<sup>1</sup>
- Speed Calling
- Central Office Transfer Arrangements
- Default Routing

**Note 1:** Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the Private Line Service Tariff. Night service is only available where facilities exist.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**

#### 5. **Rates and Charges**

A. A **Service Ordering Charge** will be applied on a per service order basis as covered in **Section 4** of this Tariff. (T)

B. **Messages** (T)

(1) The calling party is not charged for calls placed to the 911 number. (T)

(2) Charges for Toll messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer. (T)

C. **Service Features** (T)

The following rates and charges will apply for new installations of systems ordered on or after the effective date of this Tariff, and for additions to systems with existing rates vintaged effective with the date of this Tariff.

Rounded to nearest 1000 access lines per service feature per Company (excluding all types of WATS terminations), this count is based upon the maximum number of the stated access lines in service during the most current twelve month period at the time service is established. In instances where an exchange in an E911 system overlaps into an adjacent county or municipality without E911 service, charges for total exchange access lines will apply. When the adjacent county or municipality implements E911 service, charges for only access lines located in their respective E911 serving areas will apply. This count will be adjusted at the end of each calendar year to update customer billing, with the applicable twelve month period being the twelve months ending with the calendar year.<sup>1</sup>

**Note 1:** The annual customer billing update due to access line count adjustment applies only to monthly recurring rates.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.6. **Enhanced Universal Emergency Number Service (E911) (Continued)**5. **Rates and Charges (Continued)** (T)C. **Service Features (Continued)** (T)

## (1) Per 1000 Access Lines Served (T)

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	
Combined Automatic Location Identification and Selective Routing	\$2,330.00	\$130.00	(T)

D. **E911 Exchange Lines** (T)

**\$125.00** per month, per trunk includes ANI functions

E. **Dedicated Facilities** (T)

When dedicated-direct arrangements are provided from exchanges or zones other than that in which the PSAP is located due to the Customer's request or when dedicated-direct arrangements are provided from exchanges or zone in which the PSAP is located, charges for Foreign Exchange Service will apply for the interexchange mileage, plus **\$125.00** per month, per trunk for the exchange line.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.7. **Selective Toll Restriction Services**

#### 1. **General**

- A. Selective Toll Restriction (STR) is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments.
- B. Subscribers dialing restricted codes in the Dialing Plan will be sent to an appropriate recorded announcement.
- C. Selective Toll Restriction Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- D. Customers who apply for Selective Toll Restriction Service will be required to sign an agreement, provided by the Company that acknowledges the customer's understanding of the calling limitations imposed by Selective Toll Restriction Service and the Company's limitation of liability as provided in this section.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.7. **Selective Toll Restriction Services (Continued)**

#### 1. **General (Continued)**

- E. The Company shall not be liable to any person for damages of any nature of kind arising out of, resulting from, or in connection with the provision of Selective Toll Restriction Services offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.
- F. Where central office facilities are not available to block all customers, blocking may be provided on an individual basis if facilities are available.
- G. Selective Toll Restriction Services will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls and most nonchargeable calls.
- H. Selective Toll Restriction Services will be available to basic exchange customer with Individual Line Residence Service, Business Service, Key System or PBX Trunks.
- I. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening or Toll Trunks. The options of this service with their respective sets of codes are listed under "Selective Toll Restriction Options" and are available at the rates as specified in "Rates and Charges."
- J. When STR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in this tariff, whichever is appropriate, will apply to all lines/trunks equipped with this service.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.7. **Selective Toll Restriction Services (Continued)**

#### 1. **General (Continued)**

- K. STR does not provide restriction of non-chargeable calls to company numbers, such as repair service or public emergency service numbers (911).
- L. Subscribing to STR does not relieve the subscribers of responsibility for calls charged to their numbers.
- M. Customers who subscribe to Selective Toll Restriction Service options which restrict operator access are required to place stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.

#### 2. **Selective Toll Restriction Options**

The codes shown for STR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

##### A. **Option Number One Restricts:** 1 + 976

Note: The 1 + 976 restriction is only applicable within the subscriber's area code.

##### B. **Option Number Two Restricts:** All 1 + 900 + telephone number.

##### C. **Option Number Three Restricts:** Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, 976\*, NPA 900\*, IDDD 01 +, IDDD 011+

##### D. **Option Number Four Restricts:** Vacant Code Recording 0-, 0+, 00-, IDDD 01+, 976\*

##### E. **Option Number Five Restricts:** Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 011+, NPA 900\*

\* There is no charge for blocking 900/976 numbers.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.7. **Selective Toll Restriction Services (Continued)**

#### 2. **Selective Toll Restriction Options (Continued):**

- F. **Option Number Six Restricts:** Vacant Code Recording 1+976, NPA 900 (T)
- G. **Option Number Seven Restricts:** Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, (1+/0+) 411, 976\*, NPA 900\*, IDDD 01 +, IDDD 011+ (T)
- H. **Option Number Eight Restricts:** Vacant Code Recording 1+, 1+800, 0-, 0+, 00-, IDDD 011+, NPA 900\* (T)
- I. **Option Number Nine Restricts:** Vacant Code Recording 1+976, 1+800, NPA 900 (T)
- J. **Option Number Ten Restricts:** International dialing IDDD 01+, and IDDD 011+. In the event the customer wants all 800 NPA's also restricted to prevent calls being forwarded to international locations, the company will do so at no charge. All 800 NPA codes will be blocked and the customer will not be able to make any 800 calls. 800 NPA blocking is not a requirement with Option Number Ten. (T)

#### 3. **Rates and Charges**

The following rates and charges are for Selective Toll Restriction Services only and are in addition to monthly rates and nonrecurring charges for exchange lines/trunks and other services of equipment with which they may be associated. Additionally applicable service charges apply to any Residence Line or PBX Trunk and any Business Line or PBX trunk for STR Options 3 - 5, 7 and 8. No service charges apply to Options 6, 9 or 10. Only one option may be provided on a line/trunk or group of lines/trunks. In exchanges where facilities are available, Company initiated blocking of 900/976 will be made. Subscribers who want the capability of dialing 900/976 calls will be required to request in writing the unblocking of 900/976 NNX's.

\* There is no charge for blocking 900/976 numbers.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7. **Selective Toll Restriction Services (Continued)**3. **Rates and Charges (Continued)**

		<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	
A.	<b><u>Option Number One</u></b>			(T)
(a)	Residence Line, each	\$ -	\$ -	
(b)	Business Line, each	5.00 <sup>1</sup>	-	
(c)	Key System or PBX Trunk, each	5.00 <sup>1</sup>	-	
B.	<b><u>Option Number Two</u></b>			(T)
(1)	Residence Line, each	\$ -	\$ -	(T)
(2)	Business Line, each	5.00 <sup>1</sup>	-	
(3)	Key System or PBX Trunk, each	5.00 <sup>1</sup>	-	(T)
C.	<b><u>Option Number Three - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$5.00	\$2.00	(T)
(2)	Business Line, each	5.00	4.00	
(3)	Key System or PBX Trunk			(T)
	Residence, each	5.00	4.00	
	Business, each	5.00	4.00	
D.	<b><u>Option Number Four - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$5.00	\$2.00	(T)
(2)	Business Line, each	5.00	4.00	
(3)	Key System or PBX Trunk			(T)
	Residence, each	5.00	4.00	
	Business, each	5.00	4.00	

Note 1: Service charges will not be applicable to Option Number 1 as follows: The nonrecurring charge will not be applicable to customers who subscribe (a) when the service is offered at the time of their application for new exchange service (b) within 90 days after central office conversions which make Selective Toll Restriction service available for the first time, (c) within 90 days of the effective date of this tariff.

(T)

(T)

(T)



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7. **Selective Toll Restriction Services (Continued)**3. **Rates and Charges (Continued)**

		<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	
E.	<b><u>Option Number Five - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$ 5.00	\$ 2.00	(T)
(2)	Business Line, each	5.00	4.00	
(3)	Key System or PBX Trunk			(T)
	Residence, each	5.00	4.00	
	Business, each	5.00	4.00	
F.	<b><u>Option Number Six - Restricted Codes(2)</u></b>			(T)
(1)	Residence Line, each	\$ -	\$ -	(T)
(2)	Business Line, each	-	-	
(3)	Key System or PBX Trunk			(T)
	Residence, each	-	-	
	Business, each	-	-	
G.	<b><u>Option Number Seven - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$ 5.00	\$ 2.00	(T)
(2)	Business Line, each	5.00	4.00	
(3)	Key System or PBX Trunk			(T)
	Residence, each	5.00	4.00	
	Business, each	5.00	4.00	
H.	<b><u>Option Number Eight - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$ 5.00	\$ 2.00	(T)
(2)	Business Line, each	5.00	4.00	
(3)	Key System or PBX Trunk			(T)
	Residence, each	5.00	4.00	
	Business, each	5.00	4.00	

Note (2): Where central office equipment is not available to block all customers, on the first occurrence of an adjustment due to unauthorized or mistaken 900 and/or 976 service calls blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 and/or 976 service charges, Company initiated blocking may be imposed.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7. **Selective Toll Restriction Services (Continued)**3. **Rates and Charges (Continued)**

		<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	
I.	<b><u>Option Number Nine - Restricted Codes(2)</u></b>			(T)
(1)	Residence Line, each	\$ -	\$ -	(T)
(2)	Business Line, each	-	-	
(3)	Key System or PBX Trunk			(T)
	Residence, each	-	-	
	Business, each	-	-	
J.	<b><u>Option Number Ten - Restricted Codes</u></b>			(T)
(1)	Residence Line, each	\$ -	\$ -	(T)
(2)	Business Line, each	-	-	
(3)	Key System or PBX Trunk			(T)
	Residence, each	-	-	
	Business, each	-	-	

Note (2): Where central office equipment is not available to block all customers, on the first occurrence of an adjustment due to unauthorized or mistaken 900 and/or 976 service calls blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 and/or 976 service charges, Company initiated blocking may be imposed.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services**

#### 1. **General**

Custom Calling Services consist of optional service features for use in connection with a customer's basic local exchange service.

#### 2. **Definitions of Feature Offerings**

##### A. **Anonymous Call Rejection**

Anonymous Call Rejection allows subscribers to reject calls from parties who have a privacy feature that prevents the disclosure of the calling party number. When the ACR feature is active, the incoming calls with a calling party number marked as private are routed to a denial announcement. Incoming calls with a calling party number marked as public and incoming calls without calling party number information remain unaffected.

##### B. **Automatic Wake-Up**

Automatic Wake-up provides the user with an immediate or delayed ringback, duration of approximately 30 seconds with a tone burst super imposed immediately upon answer. Delayed ringback occurs at a time programmed by the user. The automatic wake-up feature will cycle a maximum of 3 times, seven minutes apart if there is no answer during the ringback period. Automatic Wake-up may be set by the user to ring 3-10 rings. If not set by user, automatic wake-up will automatically set to ring 3 rings.

##### C. **Call Forwarding**

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 message charges. These calls are also subject to transmission limitations.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. Custom Calling Services (Continued)

#### 2. Definitions of Feature Offerings (Continued)

##### D. **Call Forwarding Busy Line**

Call Forwarding Busy Line redirects calls attempting to terminate to a busy line, to another designated line. This feature can be assigned in both residential and business group applications.

##### E. **Call Forwarding Don't Answer**

Call Forwarding Don't Answer provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via a service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

##### F. **Call Return**

This feature enables a customer to place a call to the last telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

G.

#### H. **Call Trace**

Call Trace enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's security department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact the Company Business Office for further action. Call Trace information will only be released to the appropriate law enforcement agency. The customer must sign an authorization at the proper law enforcement agency for the release of information by the Company to the law enforcement agency.

Only calls from within Advanced Custom Calling Service equipped offices are traceable using Call Trace.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. Custom Calling Services

#### 2. Definitions of Feature Offerings (Continued)

##### H. **Call Trace (Continued):**

This feature will not work if the incoming call is from a telephone number in a multiline hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

In some locations, if the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace will not record the correct number.

Call Trace is available to residence and business customers as follows: (a) monthly subscription, or (b) per activation/occasion. If the customer elects to subscribe to Call Trace on a monthly basis, unlimited access to the feature is provided with no additional charge for each activation. Optionally, where facilities permit, any customer may utilize Call Trace on a non-subscription basis with a per occasion charge for each successful activation of the feature.

(T)

Based on availability of facilities, access to Call Trace - Per Activation can be restricted at the customer's request. Appropriate service order charges are applicable on orders involving this capability if no other work is being performed.

##### I. **Call Transfer**

Call Transfer allows subscribers to consult with, add on, or transfer established calls to another station by flashing the switchhook and dialing the transfer-to number.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### J. **Call Waiting**

Call Waiting provides the user, busy on a call, with a private signal which alerts him to an unanswered call waiting to be completed to his number. The user may; hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated.

Before a call is initiated the Call Waiting subscriber may, by dialing a code, activate the cancel feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The cancel feature may also be activated after a call is established if the customer subscribes to flat rate Three-Way Calling. Call Waiting is restored automatically on termination of the call. During the time the cancel feature is activated, incoming callers receive a busy tone.

##### K.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### L. **Caller ID - Basic**

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID must provide his own display unit. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to number delivery.

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.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 3. **Definitions of Feature Offerings (Continued)**

##### M. **Caller ID - Deluxe**

Caller ID - Deluxe enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party directory name. When Caller ID - Deluxe is activated on a customer's line, the calling party directory name and number will be displayed on the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Deluxe customer.

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless from any incompatibility of customer-provided equipment to perform satisfactorily with the network features described herein, all calls may not be subject to name and number delivery.

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 and name transmitted will always be the main number of the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified. Calling party name and/or telephone number information via Caller ID - Deluxe is not available on operator handled calls. If the incoming call originates from a pay station, the name information transmitted will always be "Pay Phone".

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### N. **Caller ID - Multi-Line**

This feature allows residence and business customer with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received and the date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID - Multi-line must furnish his own display unit. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer-provided equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display. If the incoming call originates from a

Multi-line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

The Local Exchange Line Access charge, defined in **Section 3.** of this tariff, will apply to exchange service access facilities associated with this feature. Caller ID - Multi-line is not available on operator handled calls.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. Custom Calling Services (Continued)

#### 2. Definitions of Feature Offerings (Continued)

##### O. **Caller ID Enhanced**

###### 1) With Call Management

This feature is only available to business customers with **non-hunting** where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in this tariff. This feature must be ordered separate from Enhanced Caller ID with Call Management.

Call disposition options provided with Enhanced Caller ID with Call Management include:

- answer the waiting call, placing the first party on hold
- answer the waiting call, dropping the first party
- direct the waiting caller to hold via a recording
- forward the waiting call to another location (e.g., voice mail)
- conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ASDI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI - compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. Custom Calling Services (Continued)

#### 2. Definitions of Feature Offerings (Continued)

##### O. Caller ID Enhanced (Continued)

##### 2. With Call Waiting Deluxe

This feature is available to single and multiline residence and business customers with **non-hunting**, where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Waiting Deluxe includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in this tariff. This feature must be ordered separate from Enhanced Caller ID with Call Waiting Deluxe.

Call disposition options provided with Enhanced Caller ID with Call Waiting Deluxe include:

- answer the waiting call, placing the first party on hold
- answer the waiting call, dropping the first party
- direct the waiting caller to hold via a recording
- forward the waiting call to another location (e.g., voice mail)
- conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Waiting Deluxe requires the use of an Analog Display Services Interface (ASDI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI - compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Services (Continued)**2. **Definitions of Feature Offerings (Continued)**P. **Calling Number Delivery Blocking - Per Call**

Calling Number Delivery Blocking - Per Call allows a customer to temporarily prevent transmission of that customer's Directory Number and/or Directory Name allowing control of its availability to the called party. The transmission of the Directory Number and/or Directory Name to subscribers of Custom Calling features such as Caller ID, can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name. Calling number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

Q. **Calling Number Delivery Blocking - Permanent**

Calling Number Delivery Blocking - Permanent when established on a customer's line, enables subscribers of special agencies as described in this tariff, to prevent transmission of their Directory Number and/or Directory Name to subscribers of features such as Caller ID, on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is established and/or removed from the customer's line via a service order. If the preassigned access code for Calling Number Delivery Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the calling number and/or name will be delivered. Calling Number Delivery Blocking - Permanent does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

R. **Direct Connect**

The direct connect feature allows analog residential and business subscribers to place a call to a pre-assigned number without dialing. When the direct connect feature is assigned to a line, dial tone is given to the line when the subscriber picks up. If the subscriber dials within a pre-designated period of time, the call proceeds normally. If the subscriber does not begin dialing during the predesignated period of time, the call is automatically routed to the pre-assigned number.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### **Distinctive Ringing**

Distinctive ringing provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer also subscribes to Call Waiting (see "Custom Calling Features" previously in this tariff) and a call is received from a telephone number on the Distinctive Ringing screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Distinctive Ringing screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Screening list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a telephone number identified number, that represents all the lines in a collection of lines, such as multiline hunt groups.

##### **Do Not Disturb**

Do Not Disturb service is an arrangement whereby a customer has the capacity of transferring a terminating call to a recorded announcement without ringing, when he does not wish to be disturbed.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### T. **Home Page**

Home Page allows the subscriber to dial one of three distinctive ringing intercom codes and then hang up. The phone and all its extensions will begin to ring distinctively according to the intercom code dialed until the designated individual (or any extension) answers the call. This service is limited to residential lines only and cannot be assigned to multiline hunt groups or on a group basis.

##### U. **Personal Ringing**

Personal Ringing provides the user with the ability to have up to three published telephone numbers on the same line and receive a different ringing code for each number.

##### V. **Preferred Call Forwarding**

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Screening and the same telephone number is entered on both screening lists, the Call Screening feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multiline hunt groups.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 2. **Definitions of Feature Offerings (Continued)**

##### **W. Preferred Call Rejection**

This feature provides the customer the ability to reject incoming calls from up to six (6) different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be rejected. Calls from directory numbers on the screening list are automatically rejected and the calling party receives an announcement stating that their call is not accepted by the called party.

When a telephone number on the Preferred Call Rejection screening list also appears on the Preferred Call Forwarding and/or Special Call Acceptance screen list, Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Preferred Call Rejection screening list, the call will be blocked.

This feature will not work if the incoming call is coming from a telephone number in a multiline hunt group, unless the number is the main number of the hunt group.

##### **X. Repeat Dialing**

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

(T)

#### 2. **Definitions of Feature Offerings (Continued)**

##### Y. **Special Call Acceptance**

This feature provides the customer the ability to accept incoming calls from up to six different telephone numbers. A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

When a telephone number on the Special Call Acceptance screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Screening list, the call will be blocked.

This feature will not work if the incoming call is coming from a telephone number in a multiline hunt group, unless the number is the main number of the hunt group.

##### Z. **Speed Calling**

Speed Calling is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or thirty-code capacity, but not both on the same line.

##### AA. **Three-Way Calling**

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.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Services (Continued)**2. **Definitions of Feature Offerings (Continued)**BB. **Toll/Code Restriction with PIN**

Toll/Code Restriction with PIN allows the subscriber to dial an authorization code and override the Toll Restriction on a per call basis. Subscribers will access the toll network through the use of a feature access code and special PIN (1 - 7 digits). Incoming and local calls are not affected by this feature. When a toll call is attempted on the subscriber's line prior to dialing the access code and PIN, the call completion will be denied. The subscribers line is automatically returned to the "toll restricted" state each time the subscriber goes on-hook. When the Toll/Code Restriction feature is initiated, hookflash will initiate other assigned features, such as Three-Way Calling, etc.

CC. **Feature Service Packages**

Peoples Telephone Company offers an optional Enhanced Custom Calling Feature Service Package for residential customers only, under the following two options:

Option 1: includes Caller ID - Enhanced, Call Return, Call Waiting, Three-Way Calling, Speed Calling (30 codes), Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer, Special Call Acceptance, Repeat Dialing, Distinctive Ringing, Preferred Call Forwarding, Preferred Call Rejection, Anonymous Call Rejection, Call Trace (per line), Automatic Wake-up, Voice Mail - Plus, and Tel-Touch Telephone Service.

**Monthly Rate**

One Party Residential

\$19.95\*

Option 2: includes Caller ID - Enhanced, Call Return, Call Waiting, Three-Way Calling, Speed Calling (30 codes), Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer, Special Call Acceptance, Repeat Dialing, Distinctive Ringing, Preferred Call Forwarding, Preferred Call Rejection, Anonymous Call Rejection, Call Trace (per line), Automatic Wake-up, Personal Ringing - Ring 3, Home Page, Voice Mail - Deluxe, and Tel-Touch Telephone Service.

**Monthly Rate**

One Party Residential

\$29.95\*

\* These rates are in addition to all local access line services found in **Section 3** of this tariff.

(M)

|

11. MISCELLANEOUS SERVICE ARRANGEMENTS

|  
(M)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

(T)

#### 2. **Definitions of Feature Offerings (Continued)**

##### DD. **Privacy Control**

###### 1) **General**

The Privacy Control feature is used to inform callers that the subscriber does not want to receive telemarketing calls. The subscriber can activate or deactivate the Privacy Control feature. When the feature is active, all incoming calls are routed to a recorded 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 the calling party enters 1, the call gets normal treatment. If the calling party enters any digit other than 1 or does not enter any digit (timeout), the calling party receives a busy tone.

If the subscriber has Caller ID and Enhanced Privacy Control, the recorded announcement will be omitted as long as the calling number is not marked private, unavailable, unknown, or blocked.

If the subscriber does not have Caller ID, every incoming call will be routed to the recorded announcement.

###### 2) **Regulations and Limitations of Service**

The following regulations and limitations apply:

- a. Privacy Control is provided subject to the availability of facilities.
- b. Privacy Control is available to single line business and residence subscribers.
- c. Privacy Control is not compatible with ISDN, Centrex, or Multiline Hunt Group.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Services (Continued)** (T)2. **Definition of Feature Offerings (Continued)**DD. **Privacy Control** (Continued)3) **Rates and Charges**

The following rates and charges are for Privacy Control service only and are in addition to the applicable service charges and monthly rates for exchange access lines and other services with which this service is associated.

	<u>Monthly Rate</u>	
a. Residential		(T)
(1) Privacy Control		
(b) 1st feature	\$3.00	
(b) Additional feature	2.50	
(2) Enhanced Privacy Control		
(a) 1st feature	\$4.00	
(b) Additional feature	3.50	
b. Business		(T)
(1) Privacy Control		
(a) 1st feature	\$4.00	
(b) Additional feature	3.50	
(2) Enhanced Privacy Control		
(a) 1st feature	\$5.00	
(b) Additional feature	4.50	

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 3. **Regulations and Limitations of Service**

The following limitations apply:

(T)

- 1) Custom Calling Services are provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within Custom Calling Service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of Custom Calling Service equipped offices.
- 2) Custom Calling Service is available to single party and multi-line residence and business customers who have rotary dial or Touch-tone service. Caller ID on a flat rate basis is available to single exchange line non-grouped residence and business customers. Caller ID - Multi-line is available only for line side terminations equipped with hunting (grouping) arrangements and all lines in the Multi-Line Hunt Group must be provisioned with the Caller ID - Multi-line feature. Caller ID - Multi-line is not available for Private Branch Exchange (PBX) customers.
- 3) Custom Calling Service features cannot be provisioned on pay station telephone service, party line service, toll terminals, trunks or some remote switching locations.
- 4) Appropriate service order charges apply except during Company selected periods of special promotions.
- 5) This tariff sets forth rates for Custom Calling Service as described in "Rates and Charges" following.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 23. **Regulations and Limitations of Service (Continued)**

The following limitations apply: (Continued)

(T)

- 6) The Company may from time to time offer a special promotion of Custom Calling Service, lasting no longer than two (2) consecutive calendar months, designed to attract new customers or to increase customer awareness of this tariff offering. The offering of this trial period includes, but is not limited to, waiving any installation fees or monthly service fees. The customer is responsible for any applicable service charges as specified in **Section 4.** of this tariff.
- 7) The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-published Listing Service as described in Section 6. of this tariff.
- 8) Neither Caller ID or Caller ID - Multi-line is available on operator handled calls.
- 9) The Exchange Access Line Charge, defined in **Section 3.** of this Tariff, will apply to exchange service access facilities associated with Caller ID - Multi-Line.
- 10) The Company's liability arising out of the provision of any Custom Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as set forth in this tariff.
- 11) Custom Calling Service features are not available on trunks except as specifically noted in **2.** preceding.
- 12) A Service Ordering Charge and a Central Office Line Connection charge will be applicable for establishment of Custom Calling Feature(s).
- 13) Subscribers to Call Waiting Deluxe must have Touch-Tone service. The rate for Touch-Tone service is in addition to the Call Waiting Deluxe rate.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Service (Continued)**

3. **Regulations and Limitations of Service (Continued)**

The following limitations apply: (Continued)

(T)

- 14) In addition to the rate in this tariff section for the Call Forwarding features, the following charges apply for the call being forwarded:

a. between the originating station line and the call forwarding location; the charge for this portion of a forwarded call shall be the charge specified in this tariff, or any other applicable tariff, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location, and

(T)

b. between the call forwarding location and the terminating station line; for calls forwarded outside the local calling area, the Call Forwarding customer is responsible for the applicable toll charges; and, for calls forwarded inside the local calling area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this tariff, as appropriate, for each call answered at the answering location. Such charges apply to all calls answered at the terminating station line, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

(T)



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.8. **Custom Calling Services (Continued)**

#### 3. **Regulations and Limitations of Service (Continued)**

The following limitations apply: (Continued)

(T)

- 15) Calling Number Delivery Blocking - Permanent is available to the following customers only:

Domestic violence intervention agencies  
State and County Departments of Human Resource Shelters  
Attorney General Crime Victim Assistance Office, and;

Other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.

Pursuant to 1220-4-11-.02 Section (5), local exchange companies and inter-exchange carriers are prohibited from providing any network element or service to telephone solicitors that would block or otherwise interfere with on a per line basis, the display of the telephone solicitor's name and telephone number on the residential subscriber's caller ID equipment.

- 16) Screening List

The following features require the subscriber to establish a screening list of up to six (6) numbers. The list is associated with a specific screening list feature, listed below, which identifies the treatment that will be imposed on the incoming call. Prior to using these features on a usage sensitive basis the subscriber must establish a screening list.

- a. Distinctive Ringing
- b. Special Call Acceptance
- c. Preferred Call Forwarding
- d. Preferred Call Rejection

(T)

|  
|  
(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Services (Continued)**4. **Rates and Charges**A. **Residence Service**

1) Single or First Service Features	Monthly Rate
a. Anonymous Call Rejection	\$ 3.00
b. Automatic Wake-up	4.00
c. Call Forwarding	2.25
d. Call Forwarding Busy Line	1.00
e. Call Forwarding Don't Answer	1.00
f. Call Return	4.00
- Per Call	.75
g. Call Trace	4.00
(Per successful trace)*	4.50
h. Call Transfer	2.25
i. Call Waiting	2.25
j. Caller ID - Basic	6.00
k. Caller ID - Deluxe	7.50
l. Caller ID Enhanced	
- (With Call Waiting Deluxe)	10.50
m. Caller ID Multiline	7.50
n. Calling Number Delivery Blocking	
- Per Call	0.00
- Permanent	0.00
o. Direct Connect	.50
p. Distinctive Ringing	3.00
- Per Call	.75
q. Do Not Disturb	2.50
r. Home Page	5.00
s. Personal Ringing	
- Ring 2	3.50
- Ring 3	4.00
t. Preferred Call Forwarding	3.00
- Per Call	.75
u. Preferred Call Rejection	3.00
- Per Call	.75
v. Repeat Dialing	4.00
- Per Call	.75
w. Special Call Acceptance	4.00
- Per Call	.75
x. Speed Calling	
- Eight Code Capacity	2.25
- Thirty Code Capacity	3.00
y. Three-Way Calling	2.25
- Per Call	.75
z. Toll/Code Restriction with PIN	3.00

\* A non-recurring charge of **\$6.00** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Charges.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. Custom Calling Services (Continued)4. Rates and ChargesA. Residence Service (Continued)

	Monthly Rate
2) Additional Service Features	
a. Anonymous Call Rejection	\$ 2.00
b. Automatic Wake-up	3.50
c. Call Forwarding	1.75
d. Call Forwarding Busy Line	1.00
e. Call Forwarding Don't Answer	1.00
f. Call Return	3.00
- Per Call	.75
g. Call Trace	4.00
(Per successful trace)*	4.50
h. Call Transfer	1.75
i. Call Waiting	1.75
j. Caller ID - Basic	5.50
k. Caller ID - Deluxe	7.50
l. Caller ID Enhanced	
- (With Call Waiting Deluxe)	10.00
m. Caller ID Multiline	7.50
n. Calling Number Delivery Blocking	
- Per Call	0.00
- Permanent	0.00
o. Direct Connect	.50
p. Distinctive Ringing	2.50
- Per Call	.75
q. Do Not Disturb	2.00
r. Home Page	4.00
s. Personal Ringing	
- Ring 2	3.00
- Ring 3	3.50
t. Preferred Call Forwarding	2.50
- Per Call	.75
u. Preferred Call Rejection	2.50
- Per Call	.75
v. Repeat Dialing	3.00
- Per Call	.75
w. Special Call Acceptance	3.00
- Per Call	.75
x. Speed Calling	
- Eight Code Capacity	1.75
- Thirty Code Capacity	2.50
y. Three-Way Calling	1.75
- Per Call	.75
z. Toll/Code Restriction with PIN	3.00

\* A non-recurring charge of **\$6.00** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Charges.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. Custom Calling Services (Continued)4. Rates and Charges (Continued)B. **Business Service**

## 1) Single or First Service Feature

**Monthly Rate**

a.	Anonymous Call Rejections (ACR)	\$ 3.50
b.	Call Forwarding	2.75
c.	Call Forwarding Busy Line	2.75
d.	Call Forwarding Don't Answer	3.25
e.	Call Return (per line)	4.50
	- Per Call	.75
f.	Call Trace (per line)	5.00
	(per successful trace)*	5.50
g.	Call Transfer	2.75
h.	Call Waiting	2.75
i.	Caller ID Basic (per line)	7.50
j.	Caller ID - Deluxe	10.00
k.	Caller ID Enhanced	
	- with Call Management	16.95
	- with Call Waiting Deluxe	15.00
l.	Caller ID Multiline	10.00
m.	Calling Number Delivery Blocking	
	- Per Call	0.00
	- Permanent	0.00
n.	Direct Connect	.50
o.	Distinctive Ringing	3.50
	- Per Call	.75
p.	Do Not Disturb	2.50
q.	Personal Ringing	
	- Ring 2	4.00
	- Ring 3	4.50
r.	Preferred Call Forwarding (per line)	3.50
	- Per Call	.75
s.	Preferred Call Rejection	3.50
	- Per Call	.75
t.	Repeat Dialing (per line)	4.50
	- Per Call	.75
u.	Special Call Acceptance (per line)	4.50
	- Per Call	.75
v.	Speed Calling	
	- Eight Code Capacity	2.75
	- Thirty code Capacity	3.75
w.	Three-Way calling	2.75
	- Per Call	.75
x.	Toll/Code Restriction with PIN	4.00

\* A non-recurring charge of **\$7.50** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Connection Charges.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. Custom Calling Services (Continued)4. Rates and Charges (Continued)B. **Business Service**1) Single or First Service Feature**Monthly Rate**

a.	Anonymous Call Rejections (ACR)	\$ 3.50
b.	Call Forwarding	2.25
c.	Call Forwarding Busy Line	2.25
d.	Call Forwarding Don't Answer	2.75
e.	Call Return (per line)	3.50
	- Per Call	.75
f.	Call Trace (per line)	5.00
	(per successful trace)*	5.50
g.	Call Transfer	2.25
h.	Call Waiting	2.25
i.	Caller ID Basic (per line)	7.00
j.	Caller ID - Deluxe	10.00
k.	Caller ID Enhanced	
	- with Call Management	16.95
	- with Call Waiting Deluxe	14.50
l.	Caller ID Multiline	10.00
m.	Calling Number Delivery Blocking	
	- Per Call	0.00
	- Permanent	0.00
n.	Direct Connect	.50
o.	Distinctive Ringing	3.00
	- Per Call	.75
p.	Do Not Disturb	2.00
q.	Personal Ringing	
	- Ring 2	4.00
	- Ring 3	4.50
r.	Preferred Call Forwarding (per line)	3.00
	- Per Call	.75
s.	Preferred Call Rejection	3.00
	- Per Call	.75
t.	Repeat Dialing (per line)	3.50
	- Per Call	.75
u.	Special Call Acceptance (per line)	3.50
	- Per Call	.75
v.	Speed Calling	
	- Eight Code Capacity	2.25
	- Thirty code Capacity	3.25
w.	Three-Way calling	2.25
	- Per Call	.75
x.	Toll/Code Restriction with PIN	4.00

\* A non-recurring charge of **\$7.50** will apply to establish Call Trace Service on a per trace arrangement, in addition to the applicable Service Connection Charges.

Peoples Telephone Company (T)

TRA Tariff 1

SECTION 11

Lera Roark

6<sup>th</sup> Revised Page 34.1

Vice President

Cancels 5<sup>th</sup> Revised Page 34.1

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.8. **Custom Calling Service (Continued)** (T)4. **Rates and Charges (Continued)**C. **Per Subscription<sup>1</sup>**

## (1) Rotary (Grouping) Arrangements (T)

a. Caller ID - Multi-line (per line) - Per Calling Number  
Delivered Usage Charge<sup>2</sup>(1) Residence **Rate****Quantity of Calls**

a) First 50,000	\$ 0.02
b) 50,001 - 400,000	0.02
c) Over 400,000	0.02

## (2) Business

**Quantity of Calls**

a) First 50,000	\$ 0.02
b) 50,001 - 400,000	0.02
c) Over 400,000	0.02

**Note 1:** Caller ID - Multi-line should not be included in the determination of appropriate rates when purchased in combination with other Custom Calling Service features. (T)

**Note 2:** Total usage charge will not exceed **\$10.00** per line.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

**11.9 Conference on Demand**

(N)

1. General

Conference on Demand service is a special telephone facility by which three or more people using conventional or cellular phones can be linked up to speak to one another. It offers the ability for participants in different locations to hold a conference by phone.

2. Service Features

A. Conference on Demand can be initiated with toll free or local numbers.

B. The Company will assign conference dial-in numbers, hosting codes, and participant codes.

C. The Conference on Demand Host may restrict the number of participants on the call. The maximum amount of participants for each conference call is 100.

3. Rates and Charges

	<u>Per Month</u>	<u>Per Participant Per Minute</u>
A. Conference on Demand	\$9.99	
Local Call-In Participants		\$0.025
Toll Free Call-In Participants		\$0.15

(N)

ALL MATERIAL ON THIS SHEET IS NEW.



Peoples Telephone Company (T)

TRA Tariff 1

SECTION 11

Lera Roark

3<sup>rd</sup> Revised Page 37

Vice President

Cancels 2<sup>nd</sup> Revised Page 37

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

RESERVED FOR FUTURE USE

Peoples Telephone Company (T)

TRA Tariff 1

SECTION 11

Lera Roark

5<sup>th</sup> Revised Page 38

Vice President

Cancels 4<sup>th</sup> Revised Page 38

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

RESERVED FOR FUTURE USE

Peoples Telephone Company (T)

Lera Roark  
Vice President  
Issued: 8/16/10

TRA Tariff 1  
SECTION 11  
5<sup>th</sup> Revised Page 39  
Cancels 4<sup>th</sup> Revised Page 39  
Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

RESERVED FOR FUTURE USE

11. MISCELLANEOUS SERVICE ARRANGEMENTS

(D)

(D)

Peoples Telephone Company (T)

TRA Tariff 1

SECTION 11

Lera Roark

1<sup>st</sup> Revised Page 39.2

Vice President

Cancels Original Page 39.2

Issued: 8/16/10

Effective: 9/15/10

---

11. MISCELLANEOUS SERVICE ARRANGEMENTS

(D)

(D)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.10. **In-Classroom Computer Access Service**

#### 1. **General**

- A. In-Classroom Computer Access Service provides local telephone lines for in-classroom use of computers and modems to access various informational databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. These telephone lines may also be used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students.

In-Classroom Computer Access Service is applicable to public libraries; for the purposes of this tariff, public libraries include the state library, archives, regional libraries and free public libraries in any county, city, or town.

- B. The access line rate described in "Rates and Charges" does not include the rate for Touch-Tone.
- C. This access line shall not be used to replace existing administrative lines.
- D. Listings will not be provided for these access lines.
- E. Nonrecurring charges are to be billed at Residence rates.
- F. All rules and regulations that appear in other sections of this Tariff apply unless otherwise stated herein.

#### 2. **Regulations**

- A. This offering is available to all full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools.

#### 3. **Rates and Charges**

- A. The rates and charges for In-Classroom Computer Access Service include a flat monthly recurring access line rate.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10. **In-Classroom Computer Access Service (Continued)**

3. **Rates and Charges (Continued)**

B. The access line for In-Classroom Computer Access Service is provided at the following rates.

1. **Access Line**

**Monthly Rate**

- |                   |           |
|-------------------|-----------|
| (a) Outgoing Only | B-1 Rate* |
| (b) Both Way      | B-1 Rate* |

\* Not to exceed **\$17.00** per month pursuant to PSC Order.

**11.11. TEC ANNOUNCE****1. General**

(N)

TEC Announce is a mass announcement service that enables the user to automate calling a typically large number of contacts, and playing them a pre-recorded announcement. TEC Announce allows the option to configure multiple contact lists which can be started and stopped independently.

**2. Service Features**

- A. TEC Announce Service Administrator can determine the call attempts per contact up to 5 (five) attempts. TEC Announce will stop when all contacts have been called successfully, or when the end date and time is reached, or when TEC Announce has attempted to call the remaining unsuccessful contacts the maximum number of times set.
- B. TEC Announce Service Administrator can set time between retries. The amount of time in minutes between call attempts for a single contact is from 60 to 1440 minutes.
- C. TEC Announce Service Administrator can disable call forwarding to the contact which prevents the call from being subsequently forwarded.
- D. TEC Announce Service contact lists may specify time zones and permitted calling times, delay start date and time, and stop calling date and time.
- E. TEC Announce audio files allow the user to upload files in MP3 or WAV formats for the announcement to be played by the TEC Announce Service. The announcement is limited to 60 (sixty) seconds. Customer must provide MP3 or WAV compatible equipment.
- F. When a substantial call volume is expected during a short period of time, customer must notify Telephone Company at least 2 hours in advance. The Telephone Company may invoke network management control, (e.g., call gapping and code blocking) to reduce the probability of excessive network congestion. Emergency services will maintain priority in such cases.

(N)



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11. **TEC ANNOUNCE (CONT'D)**

(N)

3. Rates and Charges

Toll charges are in addition to any monthly charges for the TEC Announce Service.

Monthly - No Contract RequiredPer Month

A.	Level One - One call list with up to 100 contacts	\$ 79.95
B.	Level Two - Two call lists for a total of 250 contacts shared across the two lists	99.95
C.	Level Three - Three to Five call lists for a total of 500 contacts shared	119.95
D.	Additional Contacts over 500 - increments of 150	19.95

TEC Announce with a 12-Month Service AgreementPer Month

A.	Level One - One call list with up to 100 contacts	\$ 49.95
B.	Level Two - Two call lists for a total of 250 contacts shared across the two lists	69.95
C.	Level Three - Three to Five call lists for a total of 500 contacts shared	89.95
D.	Additional Contacts over 500 - increments of 150	9.95

(N)

Peoples Telephone Company

Lera Roark  
Vice President  
Issued: 8/16/10

TRA Tariff 1 (T)  
SECTION 11  
1<sup>st</sup> Revised Page 48  
Cancels Original Page 48  
Effective: 9/15/10

---

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11. RESERVED FOR FUTURE USE

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN)**

#### 1. **Business Service (IBS)**

##### A. **General**

- 1) ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Service Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery and Call Hold are included with this service. IBS is available where facilities permit.
- 2) IBS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (**B**) channels and one 16 Kbps (**D**) channel at the service delivery point.
- 3) IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- 4) B Channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the **B** channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### A. **General (Continued)**

- 5) The following parameters may be provided with Packet Switched **B** channel and **D** channel services:

Each **B** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 kbps.

Each **D** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
  - One-Way Incoming Switched Virtual Circuit
  - One-Way Outgoing Switched Virtual Circuit
- a) **Flow Control Parameter Negotiation** - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
- b) **Throughput Class Negotiation** - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- c) **Recognized Private Operation Agency (RPOA) Selection** - This parameter allows an ISDN user to specify an intraLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.
- d) **Interexchange Packet** - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### A. **General (Continued)**

##### 5) (Continued)

- e) **Fast Select Option** - This parameter permits user data to be passed in the call set up packets of a virtual call.
- f) **Reverse Charging Option** - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.

##### 6) Optional **B** channel packet services are defined as follows and may be ordered at an additional charge.

- a) **B** channel packet services are available in the following options. Each **B** channel packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.

- (1) **Dedicated High Speed Packet Switched Data** - This option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the **B** channel.
- (2) **On-Demand High Speed Packet Switched Data** - This allows users to use a **B** channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A **B** channel is allocated based on user preference and on **B** channel availability.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

A. **General (Continued)**

- 7) **D** channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the **D** channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single **D** channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- 8) IBS will consist of the following components:
  - Basic Rate Digital Subscriber Line (DSL) Access
  - At least one channel, either **B** or **D**, must be activated. A maximum of two simultaneous **B** channels can be in use per Basic Rate Access.
  - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.
- 9) Grouping Service (Hunting) is available for ISDN Individual Service.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

B. **Regulations**

- 1) Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- 2) The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- 3) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access 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.
- 4) Suspension of service is not allowed.
- 5) Installation Charges are applicable per Basic Rate DSL access as follows in "E. Rates and Charges".
- 6) IBS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- 7) IRS in this tariff is available for use by full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines.

IRS in this tariff is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### **B. Regulations (Continued)**

- 8) Enhancements (i.e., the performance of protocol conversion) to the basic packet service offered in this section of the tariff are available on a detariffed basis through vendors who subscribe to the Company's Public Packet Switching Network Service.
- 9) Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section 4 of this tariff and the End User Charges as specified in the End User Common Access Section of JSI's FCC No. 1. (C)
- 10) IBS lines may be purchased out of this tariff to be associated with Centrex service, located in this tariff. Terms and conditions for Centrex service will apply to these IBS lines except as otherwise stated in this section of the tariff.

Each ISDN Basic Rate DSL Access Arrangement will be counted as a Centrex service line in determining the total system size.

IBS lines associated with Centrex service may purchase Optional Features compatible with ISDN from the Centrex service Optional Features section of the Centrex service tariff in addition to features unique to ISDN from the Optional Features in this section of the tariff. Centrex service feature groups are not available for use with these IBS lines.

IBS lines not associated with a Centrex service may not purchase features from the Centrex service section of the tariff.

Only 36 - 120 months contract periods are available under the Rate Stability Plan in this section of the tariff for IBS lines associated with Centrex service main station lines.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### C. **Definitions**

- 1) **B Channel** - a bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.
- 2) **D Channel** - a 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.
- 3) **64 Kbps Clear Channel Capacity (CCC)** - A **B** channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
- 4) **Packet Switching** - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

##### D. **Optional Features**

Customers are required to subscribe to ISDN - Business Service (IBS) before ordering these features. Calling/Called Number delivery and Call Hold are provided with this service. Features are available to increase the capability of IBS and may be subscribed to on an as needed basis. Availability of Custom ISDN and National ISDN features are limited to where facilities permit and may be limited by central office type and switch load.

Optional Features - Availability of features as described in 1) and (T)  
2) following is dependent upon whether the central office is equipped (T)  
with Custom ISDN or National ISDN.

- 1) Features for use with Electronic Key Telephone Service (EKTS): (T)

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### D. **Optional Features (Continued)**

- 1) Features for use with Electronic Key Telephone Service (EKTS) (T)  
(Continued):
  - a. **Shared Primary DN** - This is a primary DN that appears on one or more terminals. (T)
  - b. **Secondary - Only DN** - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals. (T)
  - c. **Shared Secondary - Only DN** - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals. (T)
  - d. **Shared Non - ISDN DN** - This feature allows call coverage for an analog set. (T)
  - e. **Privacy Release** - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur. (T)
  - f. **Manual Exclusion** - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging. (T)
  - g. **EKTS Intercom Calling - Dial** - This feature allows the EKTS user to call other terminals in the EKTS group with one or two-digit dialing. (T)
  - h. **EKTS Intercom Calling - Automatic** - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set. (T)
  - i. **EKTS Intercom Calling - Call Appearance** - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance. (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

- 2) The following features are available with either Custom ISDN (T)  
or National ISDN. National ISDN customers may purchase  
these features for use with either EKTS sets or non-EKTS sets.
  - a. **Call Forwarding Variable** - This feature allows the (T)  
ISDN user to have the ability to forward all incoming  
calls to a user specified directory number.
  - b. **Call Forwarding - Busy Line** - This feature (T)  
automatically routes calls to a preselected number when  
the called line is busy. This feature may be either fixed  
(changeable by service order only) or programmable  
(customer changeable) by station user via feature  
activation code.
  - c. **Call Forwarding - Don't Answer** - This feature (T)  
automatically routes calls to a preselected number when  
the called line does not answer in a preset ringing cycle.  
This feature may be either fixed (changeable by service  
order only) or programmable (customer changeable) by  
station user via feature activation code.
  - d. **Call Forwarding - Multiple Simultaneous** - This (T)  
feature allows a station line to forward more than one call  
at a time.
  - e. **Call Pickup** - Allows a user to answer calls directed to (T)  
another line in the same preset Call Pickup Group.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued) (T)

f. **Conference, Drop, Hold, Transfer** - this feature may require an additional call appearance or an additional DN. (T)

- **Conference** - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
- **Drop** - this central based feature allows the user to disconnect the last party added to a conference call.
- **Hold** - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
- **Transfer** - this feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.

g. **Six-Way Conference, Drop, Hold, Transfer** - this feature has the same functionality as Conference, Drop, Hold, and Transfer feature except that six-way conference is allowed. (T)

h. **Multi-Line Hunting** - this feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances. (T)

i. **Speed Calling** - this feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing. (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

- 2) (Continued) (T)
- j. **Calling/Called Number Delivery** - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IBS. Some "privacy" options may be in effect in certain areas and will be located in CC7, ECC7 or STAR features of this tariff. (T)
- k. **Calling Number Identification Service - National ISDN** - This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IBS. (T)
- l. **Visual Message Waiting Indicator** - Provides the user of a message service with a visual indication that a message is waiting. (T)
- m. **Audible Message Waiting Indicator** - Provides the user of a message service with an indication that a message is waiting. (T)
- n. **Additional Call Appearance - PDN or DN** - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number (PDN). (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued) (T)

- o. **Call Tracing** - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. (T)

- p. **Call Return** - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code or press a feature button to request that the network place the call. (T)

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued) (T)

p. **Call Return (Continued)** (T)

Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate the receive calls without affecting the call return feature status.

- q. **Preferred Call Forwarding** - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list. (T)

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

- r. **Call Block** - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers. (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued) (T)

r. **Call Block (Continued)** (T)

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

s. **Call Selector** - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers. (T)

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring.



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued) (T)

s. **Call Selector (Continued)** (T)

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

t. **Automatic Line/Direct Connect** - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook. (T)

u. **Make Set Busy** - Provides the individual station user the option of making the line or Directory Number appear busy/unavailable to incoming calls. The All Calls feature enables the user to make the line appear busy to all types of incoming calls. The Intragroup feature makes the line appear busy to intragroup calls with external calls not blocked. (T)

v. **Selective Call Acceptance** - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer. (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 1. **Business Service (IBS) (Continued)**

##### D. **Optional Features (Continued)**

- 2) (Continued) (T)
- w. **Station Restriction** - Allows a station line to be assigned various types of restriction. (T)
  - Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common intercept announcement.
  - Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.
- x. **Call Park/Call Retrieve** - The Call Park feature allows a user, active on a call, to park a call against the user's DN. When parked, the call is in a state similar to Hard Hold. After being parked, the call can be retrieved by the user. (T)
- y. **Call Transfer System Exception** - This feature allows the user to have Call Transfer capabilities that differ from the capabilities established for the customer group. The different capabilities may include the type of call that can be transferred and/or the destination to which it can be transferred. (T)
- z. **Dial Call Waiting** - The Dial Call Waiting feature provides the ability for originating main station lines to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the main station line to be call waited. (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

1. **Business Service (IBS) (Continued)**

**D. Optional Features (Continued)**

- 3) **Packet Switched Features** - The following features are available for use with Packet Switched **B** and **D** channel Bearer Services: (T)
- a. **X.25 Hunting** - This feature provides hunting between multiple DNs assigned to X.25 terminals. (Where facilities are available.) (T)
- b. **International Closed User Groups (ICUG)** - This feature allows packet subscribers to form sub-networks within which members can communicate. The ICUG is billed on a per-member basis. Users can be members of more than one ICUG. The ICUG can be designed with the following configurations: (T)
- Incoming calls barred within the ICUG
  - Outgoing calls barred within the ICUG
  - ICUG with incoming access
  - ICUG with outgoing access
- 4) **Feature Function Buttons Programming** - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature. (T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President  
Issued: 8/23/13

TRA Tariff 1  
SECTION 11  
12<sup>th</sup> Revised Page 66  
Cancels 11<sup>th</sup> Revised Page 66  
Effective: 10/01/13

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. Integrated Services Digital Network (ISDN) (Continued)

#### 1. Business Service (IBS) (Continued)

##### E. **Rates and Charges**

##### 1) Interface

##### a. **Basic Rate DSL Access Arrangement/Business Service**

	Installation Charge	Month to Month	Rate Stability		
			24-59 Mos. Plan	60-120 Mos. Plan	
- ISDN Access/ISDN with High Speed Packet Access	\$58.50	\$55.00*	\$55.00*	\$55.00*	(R)
					(D)
					(D)

##### b. **Channels Activated**

- <b>B</b> Channel (Maximum of 2) <sup>1</sup>					
- Circuit Switched Voice/Data, each					
- Flat Rate	\$24.00*	\$16.25	\$13.25	\$11.25	
- Permanent High Speed Packet, each	\$24.00*	\$120.00	\$110.00	\$100.00	
- <b>D</b> Channel (Maximum of 1)					
- Low Speed Packet as a single service					
- one only \$24.00*	\$ 13.50	\$ 12.50	\$ 12.00		
- Low Speed Packet with a <b>B</b> channel service, each	\$24.00*	\$ 13.50	\$ 12.50	\$ 12.00	

\* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

(D)  
|  
(D)

**Note 1:** On-Demand High Speed Packet **B** channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**2) **Interface Users**

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24-59 Mos. Plan	60-120 Mos. Plan
a. <b>Per User/Terminal Profile</b>				
- Access to <b>B</b> Channel CSV/CSD				
- Flat rate, each	\$24.00*	\$ --	\$ --	\$ --
- Access to <b>B</b> Channel Permanent High Speed Packet				
- With a Unique DN, each	\$25.00	\$ --	\$ --	\$ --
- Without a Unique DN <sup>1</sup> , each	\$25.00	\$ --	\$ --	\$ --
- Access to <b>D</b> Channel Low Speed Packet				
- As a Single Service, each	\$24.00*	\$ --	\$ --	\$ --
- With a Unique DN, each	\$24.00*	\$ --	\$ --	\$ --
- Without a Unique DN, <sup>1</sup> each	\$24.00*	\$ --	\$ --	\$ --

\* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

**Note 1:** Shares DN with any other bearer service on the same user profile.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Contiued)**3) **Optional Features**

	Installation Charge	Month to Month	Rate Stability Monthly Rate		(T)
			24 - 59 Mos. Plan	60 - 120 Mos. Plan	
a. <b>Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data</b>					
- Shared Primary DN B first appearance on each add'l terminal, each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50	
- Shared Secondary Only DN - first appearance on each add'l terminal, each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50	
- Shared Non-ISDN DN, <sup>1</sup> each	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50	
- Privacy Release, per shared DN	\$ 2.00	\$ .50	\$ .40	\$ .25	
- Manual Exclusion, per shared DN	\$ 2.00	\$ .50	\$ .40	\$ .25	
- EKTS Intercom Calling-Dial, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10	
- EKTS Intercom Calling-Automatic, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10	
- EKTS Intercom Calling-Call Appearance, each member	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10	

**Note 1:** Due to current technological limitations, this feature may not be available in some locations.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos. Plan
b. <b>Optional Circuit Switched Features for use with non- EKTS or EKTS CPE</b>				
- Call Forwarding Variable				
- Voice or Voice/Data - per user <sup>1</sup>	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Call Forwarding Variable-Feature				
- Call Forwarding Busy Line				
- Voice or Voice/Data - per user <sup>1</sup>	\$ 2.00	\$ 2.50	\$ 1.55	\$ .60
- Call Forwarding Busy Line - Programmable <sup>2</sup>				
- Voice or Voice/Data - per user <sup>1</sup>	\$ 2.00	\$ 2.50	\$ 1.55	\$ .60
- Call Forwarding Don't Answer				
- Voice or Voice/Data - per user <sup>1</sup>	\$ 2.00	\$ 2.50	\$ 1.55	\$ .60
- Call Forwarding Don't Answer - Programmable <sup>2</sup>				
- Voice or Voice/Data <sup>1</sup>	\$ 2.00	\$ 2.50	\$ 1.55	\$ .60

**Note 1:** Voice/Data for use only with DMS.**Note 2:** Call Forwarding Don't Answer - Programmable may not be assigned to the same DN as Call Forwarding Don't Answer.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos. Plan
b. <b>(Continued)</b>				
- Call Pickup				
- Per Group	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Per Member	\$ 2.00	\$ 2.00	\$ 1.00	\$ .50
- Conference, Drop, Hold and Transfer <sup>1</sup>				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Six-Way Conference, Drop, Hold and Transfer <sup>2</sup>				
- Per User Profile	\$ 2.00	\$12.00	\$ 9.50	\$ 7.00
- Multi-Line Hunt Group - Voice or Voice / Data <sup>3</sup>				
- Per flat rate line - Voice or Voice/Data	\$34.00	\$ 75% B-1	\$ 75% B-1	\$ 75% B-1
- Speed Calling				
- Per User	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Visual Message Waiting Indicator				
- Per PDN	\$ 2.00	\$ .50	\$ .40	\$ .25
- Audible Message Waiting Indicator				
- Per PDN	\$ 2.00	\$ .50	\$ .40	\$ .25
- Add'l Call Appearance, PDN or DN, <sup>2</sup> each	\$ 2.00	\$ 2.00	\$ 1.00	\$ .50

**Note 1:** Only one type of Conference, Drop, Hold and Transfer is allowed per user.

**Note 2:** Additional call appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.

**Note 3:** Voice/Data for use only with DMS.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

		Month to Month	Rate Stability Monthly Rate 24-59 Mos. Plan	60-120 Mos. Plan
b. (Continued)				
- Call Tracing				
- Per User Profile	\$ 2.00	\$ 4.50	\$ 3.25	\$ 2.00
- Preferred Call Forwarding				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.50
- Call Block				
- Per User Profile	\$ 2.00	\$ 4.00	\$ 2.75	\$ 1.50
- Call Selector				
- Per User Profile	\$ 2.00	\$ 3.00	\$ 2.05	\$ 1.10
- Automatic Line / Direct Connect				
- Per PDN per Terminal	\$ 2.00	\$ 1.00	\$ .75	\$ .50
- Make Set Busy				
- Per PDN (DMS)	\$ 1.00	\$ 1.00	\$ .75	\$ .50
- Selective Call Acceptance				
- Per User Profile	\$ 1.00	\$ 3.00	\$ 2.05	\$ 1.10
- Station Restriction - Denied Origination				
- Per User Profile	\$ 1.00	\$ 1.00	\$ .75	\$ .50
- Station Restriction - Denied Termination				
- Per User Profile	\$ 1.00	\$ 1.00	\$ .75	\$ .50
- Call Park/Call Retrieve				
- Per PDN	\$ 2.00	\$ 1.00	\$ .75	\$ .50

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos. Plan
c. <b>Packet Features</b>				
- X.25 Hunting, each	\$ 15.00	--	--	--
- Transport Charges				
X.25 Transport				
- Per Access Port				
- 1.2,2.4, 4.8 Kbps	\$ --	\$ 38.00	\$ --	\$ --
- 9.6 Kbps	\$ --	\$ 55.00	\$ --	\$ --
- 56 Kbps	\$ --	\$145.00	\$ --	\$ --
- X.25 Interface				
- Per Access Port				
- 1.2 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 2.4 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 4.8 Kbps	\$115.00	\$ 15.00	\$ --	\$ --
- 9.6 Kbps	\$135.00	\$ 60.00	\$ --	\$ --
- 56 Kbps	\$135.00	\$120.00	\$ --	\$ --
- International Closed User Group				
- Group (incl. first member)	\$ 17.00	\$ --	\$ --	\$ --
- Each add'l member	\$ 10.00	\$ --	\$ --	\$ --
- Feature Change Charge				
- Each occurrence, per Access Port affected				
- Closed User Group	\$100.00	\$ --	\$ --	\$ --
- Multiline Hunt Group	\$100.00	\$ --	\$ --	\$ --

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**1. **Business Service (IBS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	Installation Charge	Month to Month	Rate Stability Monthly Rate	
			24 - 59 Mos. Plan	60 - 120 Mos. Plan
d) <b>Feature Function</b>				
<b>Button Programming<sup>1</sup></b>				
- Programmable Buttons				
- Per terminal				
(DMS)	\$ 1.00	\$ -	\$ --	\$ --

**Note 1:** Charges for Multi-Button ISDN features will be based on the total number of terminals programmed.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. Residence Service (IRS)

##### A. **General**

- 1) ISDN - Residence Service (IRS) is a new intraLATA group of offerings supported by the Integrated Service Digital Network (ISDN) architecture. IRS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery is included with this service. IRS is available where facilities permit.
- 2) IRS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (**B**) channels and one 16 Kbps (**D**) channel at the service delivery point.
- 3) IRS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- 4) **B** Channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the **B** channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### A. **General (Continued)**

- 5) The following parameters may be provided with Packet Switched **B** channel and **D** channel services:

Each **B** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 kbps.

Each **D** channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 kbps. Each logical channel may be established as one of the following types:

- Two-Way Switched Virtual Circuit (default)
  - One-Way Incoming Switched Virtual Circuit
  - One-Way Outgoing Switched Virtual Circuit
- a. **Flow Control Parameter Negotiation** - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
- b. **Throughput Class Negotiation** - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- c. **Recognized Private Operation Agency (RPOA) Selection** - This parameter allows an ISDN user to specify an intraLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### A. **General (Continued)**

##### 5) (Continued)

- d. **Interexchange Packet** - This parameter allows an ISDN user to specify an interLATA carrier for packet switching at the time of subscription.
- e. **Fast Select Option** - This parameter permits user data to be passed in the call set up packets of a virtual call.
- f. **Reverse Charging Option** - This parameter permits the data communications equipment to transmit incoming calls requesting reverse charging to the user. The user must be subscribed to the destination line for X.25 Reverse Charge calls to be completed. If not, the call requesting reverse charging is refused.

##### 6) Optional **B** channel packet services are defined as follows and may be ordered at an additional charge.

- a. **B** channel packet services are available in the following options. Each **B** channel packet terminal will be provided logical channels up to the technical capability of the central office. Each logical channel can carry an independent call with a throughput of up to 64 Kbps. These options include one data telephone number per option.
  - 1. **Dedicated High Speed Packet Switched Data** - this option permits the customer to establish packet data calls at speeds greater than 9.6 Kbps on the **B** channel.
  - 2. **On-Demand High Speed Packet Switched Data** - This allows users to use a **B** channel for packet switching on demand. This feature may be used in either a multipoint or a point-to-point environment. A **B** channel is allocated based on user preference and on **B** channel availability.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

A. **General (Continued)**

- 7) **D** channels are equipped for Low Speed Packet Switched Data. This allows packet data (X.25) to be transmitted up to 9.6 Kbps on the **D** channel. Service includes logical channels up to the technical capability of the central office. Multiple packet calls can be active simultaneously by a user on a single **D** channel. Up to eight data terminals can be supported per Basic Rate Access. Service includes one data telephone number.
- 8) IRS will consist of the following components:
  - Basic Rate Digital Subscriber Line (DSL) Access
  - Two **B** channels CSV/CSD and one **D** channel Low Speed Packet Switched Data. Optional **B** channel packet services may be purchased in place of the **B** channel CSV/CSD. A maximum of two simultaneous **B** channels can be in use per Basic Rate Access.
  - Minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### **B. Regulations**

- 1) Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- 2) The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- 3) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access 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.
- 4) Suspension of service is not allowed.
- 5) Installation Charges are applicable per Basic Rate DSL access as follows in "E. Rates and Charges".
- 6) IRS will be available where facilities permit. Combinations of service will be restricted by the limits of the Company central office type and switch load.
- 7) IRS is available to full-time educational institutions that are eligible for accreditation by the Southern Association of Colleges and Schools. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs and students in other classrooms. Teachers and researchers may also subscribe to this service for on-campus use. These lines shall not be used to replace existing administrative lines.

IRS is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

B. **Regulations (Continued)**

- 8) Enhancements (i.e., the performance of protocol conversion) to the basic packet service offered in this section of the tariff are available on a detariffed basis through vendors who subscribe to the Company's Public Packet Switching Network Service.
- 9) Each ISDN Basic Rate Access Arrangement will be counted as one line in determining the application of the Service Charges specified in Section 4 of this tariff and the End User Charges as specified in the End User Common Access Section of JSI's FCC Tariff No. 1.

(C)  
(C)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. Residence Service (IRS) (Continued)

##### C. **Definitions**

- 1) **B Channel** - A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.
- 2) **D Channel** - A 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.
- 3) **64 Kbps Clear Channel Capacity (CCC)** - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.
- 4) **Packet Switching** - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

##### D. **Optional Features**

Availability of features as described in a) and b) following is dependent upon whether the central office is equipped with Custom ISDN or National ISDN.

- 1) **Features for use with Electronic Key Telephone Service (EKTS):**

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

D. **Optional Features (Continued)**

1) (Continued)

- a. **Shared Primary DN** - This is a primary DN that appears on one or more terminals.
- b. **Secondary - Only DN** - This is a secondary DN that appears on one or more terminals, but is not the primary DN on any of those terminals.
- c. **Shared Secondary - Only DN** - First Appearance - the first appearance of a secondary DN that appears on more than one terminal but is not the primary DN on any of those terminals.
- d. **Shared non - ISDN DN** - This feature allows call coverage for an analog set.
- e. **Privacy Release** - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to calls. On a call by call basis, this feature can be disabled to allow bridging to occur.
- f. **Manual Exclusion** - This is the opposite of Privacy Release. On a call by call basis the user can restrict bridging.
- g. **ISDN Intercom Calling - Dial** - This feature allows the EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- h. **ISDN Intercom Calling - Automatic** - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.
- i. **ISDN Intercom Calling - Call Appearance** - This feature allows EKTS Intercom Calling to be provisioned on a Call Appearance.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### D. **Optional Features (Continued)**

- 2) The following features are available with either Custom ISDN or National ISDN. National ISDN customers may purchase these features for use with either EKTS sets or non-EKTS sets.
  - a. **Call Forwarding Variable** - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
  - b. **Call Forwarding - Busy Line** - This feature automatically routes calls to a preselected number when the called line is busy. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
  - c. **Call Forwarding - Don't Answer** - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle. This feature may be either fixed (changeable by service order only) or programmable (customer changeable) by station user via feature activation code.
  - d. **Call Forwarding - Multiple Simultaneous** - This feature allows a station line to forward more than one call at a time.
  - e. **Call Pickup** - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### D. **Optional Features (Continued)**

##### 2) (Continued)

- f. **Conference, Drop, Hold, Transfer** - This feature may require an additional call appearance or an additional DN.
  - **Conference** - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
  - **Drop** - this central based feature allows the user to disconnect the last party added to a conference call.
  - **Hold** - allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
  - **Transfer** - this feature allows the user to transfer a call to another DN. This feature is for use with voice calls only.
- g. **Six-Way Conference, Drop, Hold, Transfer** - This feature has the same functionality as Conference, Drop, Hold, and Transfer feature except that six-way conference is allowed.
- h. **Speed Calling** - This feature allows each user to assign up to thirty telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.
- i. **Calling/Called Number Delivery** - This feature provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination and is provided with IRS. Some "privacy" options may be in effect in certain areas and will be located in CC7, ECC7 or STAR features of this tariff.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued)

- j. **Calling Number Identification Service - National ISDN**  
- This feature provides redirected call information in addition to the information provided with Calling/Called Number Delivery and is provided with IRS.
- k. **Visual Message Waiting Indicator** - Provides the user of a message service with a visual indication that a message is waiting.
- l. **Audible Message Waiting Indicator** - Provides the user of a message service with an indication that a message is waiting.
- m. **Additional Call Appearance - PDN or DN** - This feature allows the terminal to have more than one DN button assigned to the same DN or Primary Directory Number (PDN).
- n. **Call Tracing** - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
- o. **Call Return** - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### D. **Optional Features (Continued)**

##### 2) (Continued)

##### o. **Call Return (Continued)**

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard. Once the customer hangs up, the network will monitor the busy/idle status of both lines every forty-five seconds for up to thirty minutes. If during the queuing process both lines become idle, the customer is alerted that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If unanswered by the customer the alerting will repeat every five minutes until answered, or for the remainder of the thirty minute monitoring interval. Multiple numbers may be placed in queue. The first idle number will be connected first. Both the customer and the called party may originate the receive calls without affecting the call return feature status.

- p. **Preferred Call Forwarding** - Allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to be forwarded.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued)

p. **Preferred Call Forwarding (Continued)**

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

- q. **Call Block** - This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by preselecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

- r. **Call Selector** - This feature provides an alerting to the subscribing customer for up to six specific telephone numbers.



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

2. **Residence Service (IRS) (Continued)**

D. **Optional Features (Continued)**

2) (Continued)

r. **Call Selector (Continued)**

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted. Calls from the telephone numbers not included on the screening list will produce a normal ring.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

The customer's line will not produce an alert if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main number of the hunt group, or is Telephone Number identified.

s. **Automatic Line/Direct Connect** - Station specially programmed to dial specific internal station number or "0" or the attendant when the station user goes off-hook.

t. **Selective Call Acceptance** - Allows customers to accept incoming voice calls only from certain telephone numbers selected by the customer.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 2. **Residence Service (IRS) (Continued)**

##### D. **Optional Features (Continued)**

##### 2) (Continued)

- u. **Station Restriction** - Allows a station line to be assigned various types of restriction.

- B Denied Termination allows the station line to be used for outgoing calls only. It cannot receive incoming calls. All incoming calls are routed to common intercept announcement.
- B Denied Originating from Outgoing Calls allows the station line to be used for incoming calls only. No outgoing calls can be originated from it.

- 3) **Packet Switched Features** - The following features are available for use with Packet Switched **B** and **D** channel Bearer Services:

- a. **X.25 Hunting** - This feature provides hunting between multiple DNs assigned to X.25 terminals. (Where facilities are available.)
- b. **International Closed User Groups (ICUG)** - This feature allows packet subscribers to form sub-networks within which members can communicate. The ICUG is billed on a per-member basis. Users can be members of more than one ICUG. The ICUG can be designed with the following configurations:

- Incoming calls barred within the ICUG
- Outgoing calls barred within the ICUG
- ICUG with incoming access
- ICUG with outgoing access

- 4) **Feature Function Buttons Programming** - These allow the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges**1) **Interface**

- a. **Basic Rate DSL Access Arrangement** (T)  
 (In addition to Individual residential line rate in Section 3 (T)  
 in this tariff.)

	<b>Installation Charge</b>	<b>Monthly Rate</b>
- ISDN Access	\$41.50	\$ --
- ISDN Access for use with High Speed Packet	\$41.50	\$ --

- b. **Channels Activated** (T)

- Up to 2 <b>B</b> Channels Switched Voice/Data and 1 <b>D</b> channel Low Speed Packet Per DSL		
- Flat Rate, per DSL	\$20.00*	\$ 13.85
- Permanent High- Speed Packet Additive, each	\$20.00*	\$110.00

\* Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges (Continued)**2) **Interface Users**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	
a. <b>Per User Profile</b>			(T)
- Access to <b>B</b> Channel CSV/CSD			
- Flat rate, each	\$20.00*	\$ --	
- Access to <b>B</b> Channel Permanent High Speed Packet			
- With a Unique DN, each	\$25.00	\$ --	
- Without a Unique DN <sup>2</sup> , each	\$25.00	\$ --	
- Access to On- Demand <b>B</b> Channel High Speed Packet <sup>3</sup>			
- With a Unique DN, each	\$25.00	\$ --	
- Without a Unique DN, <sup>2</sup> each	\$25.00	\$ --	
- Access to <b>D</b> Channel Low Speed Packet			
- As a Single Service, each	\$20.00*	\$ --	
- With a Unique DN, each	\$20.00*	\$ --	
- Without a Unique DN, <sup>2</sup> each	\$20.00*	\$ --	

\*Does not apply at initial installation of ISDN Service. Applicable only for subsequent changes.

**Note 1:** On-Demand High Speed Packet **B** channel requires both Circuit Switched Voice/Data and On-Demand High Speed Packet to indicate one activation.

**Note 2:** Shares DN with any other bearer service on the same user profile.

**Note 3:** On-Demand High Speed Packet **B** channel requires at least one **B** channel circuit switched voice/data on DSL.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features**

	<b>Installation Charge</b>	<b>Monthly Rate</b>
a. <b>Feature for use with EKTS CPE Circuit Switched Voice/Circuit Switched Data</b>		
- Shared Primary DN - first appearance on each add'l terminal, each	\$ 1.00	\$ 1.50
- Shared Secondary Only DN - first appearance on each add'l terminal, each	\$ 2.00	\$ 1.50
- Shared Non-ISDN DN, <sup>1</sup> each	\$ 1.25	\$ 1.50
- Privacy Release, per shared DN	\$ 1.00	\$ .25
- Manual Exclusion, per shared DN	\$ 1.00	\$ .25
- EKTS Intercom Calling-Dial, each member	\$ 1.00	\$ 1.50
- EKTS Intercom Calling-Automatic, each member	\$ 1.00	\$ 1.50
- EKTS Intercom Calling-Call Appearance, each member	\$ 1.00	\$ 1.50

**Note 1:** Due to current technological limitations, this feature may not be available in some locations.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>
b. <b>Optional Circuit Switched Features for use with non- EKTS or EKTS CPE</b>		
- Call Forwarding Variable		
- Voice or Voice/Data - per user <sup>1</sup>	\$ 1.00	\$ 2.00
- Call Forwarding Busy Line		
- Voice or Voice/Data - per user <sup>1</sup>	\$ 1.00	\$ 1.00
- Call Forwarding Busy Line - Programmable <sup>2</sup>		
- Voice or Voice/Data - per user <sup>1</sup>	\$ 1.00	\$ 2.00
- Call Forwarding Don't Answer		
- Voice or Voice/Data - per user <sup>1</sup>	\$ 1.00	\$ 1.00
- Call Forwarding Don't Answer - Programmable <sup>2</sup>		
- Voice or Voice/Data <sup>1</sup>	\$ 1.00	\$ 2.00
- Call Pickup		
- Per group	\$ 1.00	\$ 4.00
- Per member	\$ 1.00	\$ 2.00
- Conference, Drop, Hold and Transfer <sup>3</sup>		
- Per User Profile	\$ 1.00	\$ 2.00

**Note 1:** Voice/Data for use only with DMS.**Note 2:** Call Forwarding Busy Line - Programmable may not be assigned to the same DN as Call Forwarding Busy Line.

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 11

Lera Roark

1<sup>st</sup> Revised Page 92

Vice President

Cancels Original Page 92

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	
b. <b>(Continued)</b>			(T)
- Six-Way Conference, Drop, Hold and Transfer <sup>1</sup>			
- Per User Profile	\$ 1.00	\$ 12.00	
- Speed Calling			
- Per User	\$ 1.00	\$ 3.00	
- Visual Message Waiting Indicator			
- Per PDN	\$ 1.00	\$ .50	
- Audible Message Waiting Indicator			
- Per PDN	\$ 1.00	\$ .75	
- Add'l Call Appearance, PDN or DN, <sup>1</sup> each	\$ 1.00	\$ .75	
- Call Tracing			
- Per User Profile	\$ 1.00	\$ 3.50	
- Call Return			
- Per User Profile	\$ 1.00	\$ 3.50	
- Preferred Call Forwarding			
- Per User Profile	\$ 1.00	\$ 2.50	
- Call Block			
- Per User Profile	\$ 1.00	\$ 3.50	
- Call Selector			
- Per User Profile	\$ 1.00	\$ 2.50	
- Automatic Line/ Direct Connect			
- Per PDN per Terminal	\$ 1.00	\$ .75	
- Selective Call Acceptance			
- Per User Profile (DMS)	\$ 1.00	\$ 2.00	

**Note 1:** Additional call appearances on PDN or Secondary Only DN - First Appearance will appear on all sets where these numbers appear.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**2. **Residence Service (IRS) (Continued)**E. **Rates and Charges (Continued)**3) **Optional Features (Continued)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>
b. <b>(Continued)</b>		
- Station Restriction - Denied Origination		
- Per User Profile	\$ 1.00	\$ 1.00
- Station Restriction - Denied Termination		
- Per User Profile	\$ 1.00	\$ 1.00
c. <b>Packet Features</b>		
- X.25 Hunting, each	\$ 15.00	\$ --
- Transport Charges X.25 Transport		
- Per Access Port		
- 1.2,2.4, 4.8 Kbps	\$ --	\$ 38.00
- 9.6 Kbps	\$ --	\$ 55.00
- 56 Kbps	\$ --	\$145.00
- X.25 Interface		
- Per Access Port		
- 1.2 Kbps	\$115.00	\$ 15.00
- 2.4 Kbps	\$115.00	\$ 15.00
- 4.8 Kbps	\$115.00	\$ 15.00
- 9.6 Kbps	\$135.00	\$ 60.00
- 56 Kbps	\$135.00	\$120.00
- International Closed User Group		
- Group (incl. first member)	\$ 17.00	\$ --
- Each add'l member	\$ 10.00	\$ --
d. <b>Feature Function Button Programming<sup>1</sup></b>		
- Programmable Buttons		
- Per terminal (DMS)	\$ 1.00	\$ --

**Note 1:** Charges for Multi-Button ISDN features will be based on the total number of terminals programmed.

Peoples Telephone Company (T)

TRA Tariff 1 (T)

SECTION 11

Lera Roark

1<sup>st</sup> Revised Page 94

Vice President

Cancels Original Page 94

Issued: 8/16/10

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 3. Primary Rate Interface (PRI)

##### A. **General Description**

- 1) Integrated Services Digital Networks are a public network-based set of communications services that make it possible to send and receive digital information using regular telephone facilities. These services provide end-to-end digital communications with the ability to transmit data and voice over the same telephone line simultaneously. For example, a user can speak with a person while simultaneously sending a digital file to their personal computer. This functionality is based on the Integrated Services Digital Network (ISDN) technology and conforms to National ISDN standards.

The ISDN architecture provides two access methods that connect customers' premises to network switching systems. Primary Rate Interface (PRI) lines are typically used when a customer wants large quantities of digital connections to the network. ISDN IBS/IRS lines are used for both residential and business, while PRI facilities are typically used for business only. ISDN services using the Primary Rate Interface are the subject of this tariff.

- 2) ISDN PRI is an optional service arrangement that can be used in conjunction with a customer's business lines or Centrex service. It can also be used in conjunction with, or in place of, a customer's Private Branch Exchange trunks. This service arrangement uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, ISDN PRI provides the customer with access to Circuit-Switched Voice Services, Circuit-Switched Data Services and Packet-Switched Data Services. In general, this tariff addresses standardized national ISDN-2 (NI-2) capabilities and features.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. Primary Rate Interface (PRI) (Continued)**B. Primary Rate Interface Service Arrangement**

- 1) An ISDN PRI Service Arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premise Equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. The PRI Service Arrangement supports up to five PRI Access Facilities, each with up to twenty-four digital communications channels.

These communication channels can be either **B** (Bearer) Channels or **D** (Data) Channels:

- a. **B Channel** - The **B** Channel is a bidirectional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each **B** Channel of an ISDN PRI may carry:
    - (1) Circuit-Switched Voice (T)
    - (2) Circuit-Switched Data, or |
    - (3) Packet-Switched Data (T)
  - b. **D Channel** - The **D** Channel is a 64 kbps digital signaling channel that carries signaling and control for the **B** Channels. (T)
- 2) **Primary Rate Access Facility** - The Primary Rate Access Facility provides a high capacity digital link over which the ISDN PRI capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility). The typical PRI Access Facility configuration is known as 23B+D, where twenty-three of the channels are **B** Channels and one is a **D** Channel.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 3. **Primary Rate Interface (PRI) (Continued)**

##### **B. Primary Rate Interface Service Arrangement (Continued)**

- 3) **Multiple PRI Facility Arrangement** - There may be situations where more than 23 **B** Channels are needed at a particular customer premise. In those situations, multiple PRI facilities can be assigned to an ISDN PRI Service Arrangement. With the Multiple PRI Facility Arrangement, the **D** Channel in the first PRI facility is used to transport signaling for up to four additional PRI facilities. The first facility would be configured as 23**B+D** and the other facilities would be configured as 24 **B**. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the **D** Channel to be distributed over a maximum of 119 **B** Channels (up to 5 PRI facilities), thereby increasing channel efficiency.
- 4) **D Channel Backup** - In Multiple PRI Facility Arrangements, a second **D** Channel can be assigned (where available) as an automatic backup to the primary **D** Channel to provide redundancy of the signaling channel.

##### **C. CIRCUIT - SWITCHED SERVICE DESCRIPTIONS**

Circuit Switching is a switching arrangement in which an entire circuit or **B** Channel is dedicated to a given call. The circuit is connected on a per-call basis and can carry circuit-switched voice or circuit-switched data. Circuit-switched related services include:

- 1) **Clear Channel Capability** - This feature is a characteristic of the transmission paths on the **B** Channels that allows the full bandwidth of 64 kbps to be available to the customer. This feature is applicable to CPE that supports clear channel capability. Rate adaptation to 56 kbps is supported for CPE that does not support clear channel capability.
- 2) **Dedicated Trunk Groups** - The **B** Channels of an ISDN PRI can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID). Individual **B** Channels can also be dedicated to carry Packet Switched Data to the Public Packet Switched Network.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.12. **Integrated Services Digital Network (ISDN) (Continued)**

#### 3. **Primary Rate Interface (PRI) (Continued)**

##### C. **Circuit-Switched Service Descriptions (Continued)**

- 3) **Multiple Directory Numbers** - Each ISDN PRI facility includes an individual directory number. Additional directory numbers, a range of directory numbers, or several ranges of directory numbers can be optionally added.
- 4) **Caller ID-Number** - This feature allows the central office and the customer's suitably equipped CPE to communicate the calling party's directory number. On calls carried by the ISDN PRI, the number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.
- 5) **Caller ID-Name** - This feature (where available) allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the ISDN PRI. The name can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

**D. Packet-Switched Data Service Descriptions**

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other individually addressed data packets. Packet-Switched Data Service provides the ability to originate and receive X.25 packet data calls. The X.25 packet data protocol is the International Telecommunications Union's (ITU) recommended and internationally accepted standard for connecting data terminals to packet-switched networks.

- 1) **B - Channel Packet** - This service provides packet data on a B Channel at a maximum transmission throughput of 64 kbps per channel. **B** Channel Packet data calls can be set up on a per-call basis (demand) or can be set up on a semipermanent basis (nailed up). **B** Channel packet calls require use of a dedicated **B** Channel, i.e., Call-by-Call service does not apply to **B** Channel Packet data calls.
- 2) **D - Channel Packet** - This tariff does not offer **D** Channel Packet data service with the ISDN PRI service.

The customer may choose from numerous Packet-Switched Data features based upon the specific application needs. Refer to the Company's ISDN IBS/IRS tariff for Packet-Switched Data feature descriptions and tariff information, if applicable.

(T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. **Primary Rate Interface (PRI) (Continued)****E. Technical Specifications**

- 1) **Transmission Specifications** - The Primary Rate Access Facility provides a high capacity digital link over which ISDN PRI is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T-1 facility) whose characteristics are as follows:

- Line Code = Bipolar 8 Zero Substitution (B8ZS)
- Framing Format = Extended Super Frame (ESF)
- Signaling = Common Channel Signaling (CCS)
- Data Rate = 64 kbps clear or 64 kbps restricted
- D Channel = 24th channel on the appropriate PRI access facility

- 2) **Customer Premise Equipment and Facilities** - Compatible customer premise equipment is required for ISDN PRI. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

Document Number	Description
TR-NWT-001268	ISDN Primary Rate Interface Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Interface Generic Guidelines for Customer Premises Equipment

The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company used in the provisioning of Advanced Digital Services render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

(T)  
(T)



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

**F. Regulations and Conditions**

- 1) Unless specifically exempted, ISDN shall be subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff. (T)
- 2) ISDN PRI are provided at the option of the Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities. (T)
  - a. The availability, functionality, and capabilities of ISDN PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant. (T)
    - (1) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
    - (2) Distance Extension: Provision of the underlying PRI Access facility (T-1) is mileage sensitive. As such, additional Distance Extension charges may apply.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

**F. Regulations and Conditions**

- b. Alternate Serving Arrangements: Where the customer's serving central office is not ISDN PRI capable, the Company, at its discretion, may provide service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected when, at the discretion of the Company, the service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office when ISDN PRI are available in that office.
  - (1) This arrangement may require that the customer accept a directory number change to a number associated with the alternate central office.
  - (2) Calls that are originated by, and terminated to, a customer using this service arrangement will be billed as if the calls were placed from the customer's normal serving central office.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

F. **Regulations and Conditions (Conditions)**

2) Continued

b. (Continued)

(T)

- (3) When ISDN PRI subsequently becomes available from the customer's normal serving central office, the customer will be reconnected to the normal serving central office. This may also require a directory number change. If such changes occur, the nonrecurring charge associated with the change will not be applicable. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to use service from the alternate serving central office, charges for distance extensions, foreign exchange service or special outside facilities will apply. If foreign exchange service is used, the rates for foreign exchange will be applied in addition to the ISDN PRI rates. Any other special outside plant facilities used to provide ISDN will be tarified on an individual case basis.
- (4) The availability, functionality, and capabilities of ISDN PRI may vary when a customer's serving central office is equipped to provide such services.
- (5) Situations where the customer specifically requests service from a central office other than its normal serving central office will be handled on an individual case basis.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

F. **Regulations and Conditions**

3) **Payment for Service**

- a. The minimum charge period for services provided under this tariff is one month. (T)
- b. The monthly rate for customers choosing the service period plan is guaranteed against Company initiated changes during the selected service contract period. (T)  
(T)
- c. Subsequent service additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. (T)
- d. Suspension of service is not allowed. (T)
- e. Contract Renewals and Termination Liabilities (T)
  - (1) Customers may change to a new ISDN contract at any time during their contract period. The new contract must be for a term equal to, or greater than, the time remaining on their current contract and will become effective upon execution.
  - (2) If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. If the customer fails to maintain the service for the number of months subscribed, non recurring charges will be recalculated based on the term period the service was maintained. Pursuant to section 11.12.3.G.5) the discount for nonrecurring charges will be adjusted based on the term period in service. (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

F. **Regulations and Conditions (Continued)**

- 4) At the Company's discretion, the following charges may be reduced or waived during promotional campaigns as filed with the TRA. (T)
  - a. Nonrecurring per PRI Access facility service establishment charge (T)
  - b. Nonrecurring per Communication Channel service establishment charge (T)
  - c. Nonrecurring Call-by-Call feature service establishment charge (T)
  - d. Nonrecurring Caller ID service establishment charge (T)
- 5) Directory Listings: One directory listing is provided without charge for each ISDN PRI facility. For Centrex customers, one directory listing (either an analog or ISDN PRI number) is provided per Centrex system. Additional listings may be provided as specified for Additional Listing Service in the Directory Listings section of the Company's tariff. (T)

ALL MATERIAL ON THIS SHEET IS NEW.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**

3. **Primary Rate Interface (PRI) (Continued)**

F. **Regulations and Conditions (Continued)**

6) Billable Call Treatment

- a. Normal toll charges (including INWATS and OutWATS charges) shall apply to calls that are made outside the Local Service Area. (T)
- b. ISDN customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station. (T)

7) Customer Premise Equipment

The customer is responsible for providing the power required for any customer premise equipment connected to an ISDN PRI.

- 8) End User Common Line (EUCL) Charges: ISDN PRI are subject to Federal Communications Commission (FCC) End User Common Line (EUCL) charges under the rates and application rules specified by the FCC. The customer shall be liable for all adjustments to the EUCL as mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction). Any additional end-user surcharges levied, assessed (or otherwise applied) by any regulatory agency, including, but not limited to: E911, hearing impaired, universal service fund, etc., will be applicable.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. **Primary Rate Interface (PRI) (Continued)**F. **Regulations and Conditions (Continued)**

- 9) The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ISDN or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored. (T)

G. **Rates and Charges**

- 1) Integrated Services Digital Network (ISDN) PRI Access
- a. The rates and charges below are for providing an ISDN PRI access facility to the customer's premises. These charges provide the underlying communications facility to support a PRI Service Arrangement. Rates and charges for the communications channels (i.e., **B** and **D** Channels) are additional as shown in the next section.

Access	Service Establishment	Monthly Rate
ISDN PRI Access - per facility (first route mile, or fraction thereof)	\$300.00	\$140.00
PRI Access - Distance Extension per facility (additional route Mile or fraction thereof)	\$150.00	\$120.00

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. **Primary Rate Interface (PRI) (Continued)**G. **Rates and Charges (Continued)**2) **Communications Channels**

## a. ISDN PRI Service Arrangement: (T)

This flat rate service applies only to circuit-switched calls, not to packet calls.

Service Element	Service Establishment	Monthly Rate
23 <b>B</b> Channels plus <b>D</b> Channel	\$700.00	\$1660.00 <sup>1</sup>
Additional 24 <b>B</b> Channels Multiple PRI facility arrangement	\$700.00	\$1660.00 <sup>1</sup>
Inward Data 23 <b>B</b> Channels plus <b>D</b> Channel	\$700.00	\$1300.00
Additional 24 <b>B</b> Channels	\$700.00	\$1300.00

(T)

b. **D** Channel Backup:**Service Element**

**D** Channel Backup (maximum one per  
PRI Service Arrangement)

\*

\$ 69.00

(T)

## c. Directory Numbers:

**Directory Number**

Primary Directory Number  
(one with each ISDN  
PRI facility)

No charge

No charge

Additional Directory  
Numbers  
(per additional DN)

No charge

\$0.20

**Note 1:** Includes ISDN PRI Interface and channels.

\* See Section 11.12.3.G.3)b.



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. **Primary Rate Interface (PRI) (Continued)**G. **Rates and Charges (Continued)**3) **Circuit-Switched Features**

## a. Recurring charges as follows:

(T)

<b>Feature</b>	<b>Service Establishment</b>	<b>Monthly Rate</b>
Clear Channel Capability	No charge	No charge
Call-by-Call Capability for public network calls (incoming, outgoing, or 2-way trunk calls)	No charge	No charge
Caller ID-Number (per PRI facility)	No charge	No charge
Caller ID-Name (per PRI facility, requires Caller ID-Number)	No charge	No charge

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12. **Integrated Services Digital Network (ISDN) (Continued)**3. **Primary Rate Interface (PRI) (Continued)**G. **Rates and Charges (Continued)**3) **Circuit-Switched Features (Continued)**

- b. Subsequent feature additions and changes (T)  
 When the above features are ordered or modified after the initial installation of an ISDN PRI, the nonrecurring feature addition and change charge is as follows:

	<b>Charge</b>
Feature Additions and Changes	
(per PRI facility)	\$65.00 <sup>1</sup>

Only one service charge will appear when multiple features are added or changed on an ISDN PRI facility as part of the same service order.

4) **Packet-Switched Services**

Refer to the per **B** Channel rates shown for Packet-Switched Services in the Company's ISDN IBS/IRS Tariff. **D** Channel Packet is not supported in ISDN PRI. Flat Rate billing is not available for Packet-Switched Services. (T)

5) **Long Term Contract Discounts**

The nonrecurring service establishment charges associated with ISDN PRI Circuit-Switched Services and Circuit-Switched Features will automatically be reduced according to the following schedule for customers who sign long term contracts:

<b>Contract Duration</b>	<b>Discount on Service Establishment Charges</b>
Monthly	0%
24 Months	20%
36 Months	40%
48 Months	60%
60 Months	80%

**Note 1:** In addition to applicable Service Connection Charges.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service**

#### 1. **General**

- A. Centrex is a Central Office-based business communication service which provides capabilities similar to those offered on a Private Branch Exchange without requiring equipment on the customer's premises. Centrex integrates a business customer's lines into a single telecommunications system.
- B. All Centrex station lines will be equipped with the standard features as set forth in **4.A.1.** following. Additional optional features may also be selected and generally result in additional charges.

#### 2. **Definitions**

The following standard and optional features may be provided as a part of the Centrex Service.

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

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

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

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

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

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

**Call Forwarding Variable (All Calls)** - allows a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

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

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

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

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

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

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

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

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

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

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

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

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

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

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

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

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

**Fully-Restricted Line** - prevents calls to and/or from stations outside the Centrex group. All calls are prevented to and/or from the attendant, thereby denying indirect access to and/or from outside the Centrex group.

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

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

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

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

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

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

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

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

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

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

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

**Semi-Restricted Line** - prevents calls to and/or calls from stations outside the Centrex group. Outside calls may be made and/or received indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

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

**Simulated Facility Groups** - restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100-line Centrex group could be limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.

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

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

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



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 2. **Definitions (Continued)**

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

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

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

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

**Uniform Call Distribution** - is used to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

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

**Voice Mail Integration** - allows calls to be redirected to a voice mail system where facilities are available. Call Forwarding Busy Line and Call Forwarding Don't Answer are provided with this feature along with the following capabilities; (a) Called party identification (to the voice mail system) on forwarded calls, and (b) Message Waiting activation/deactivation (stutter dial tone).

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

2. **Definitions (Continued)**

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

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

3. **Conditions and Regulations**

- A. A Centrex customer must have a minimum of two Centrex lines.
- B. The minimum charge period for services provided under this tariff shall be for one month or as specified in the Centrex Service Contract.
- C. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
- D. One directory listing is provided without charge for each Centrex customer.
- E. Subsequent line additions and/or deletions to the original service will be handled by the Company upon notification from the customer.

(T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

3. **Conditions and Regulations (Continued)**

F. **Termination Liabilities shall be treated as follows:**

- 1) If the service is cancelled by the customer after installation of the required equipment and facilities, but prior to the establishment of the service, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the contracted monthly rate by twelve months. (T)
- 2) Where an order is cancelled before the installation is completed, all expenses incurred in connection with the handling of the request before notice of cancellation is received may be billed to the subscriber; such charge, however, is not to exceed all charges applicable if the service had been installed. (T)

G. Reduction and/or waiver of service establishment charges may be offered as follows:

At the Company's discretion, nonrecurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations. (T)

H. Customers who subscribe to Centrex may be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply. If an individual contract is negotiated with a customer, the TRA will be notified of the contract(s). (T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

3. **Conditions and Regulations (Continued)**

- I. All exchange lines in a Centrex group must have the same billing arrangement.
- J. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
- K. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.
- L. Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.
- M. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.

(T)

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

4. **Rates and Charges**

A. **Line Rates**

1. The contracted monthly rates for Centrex lines may include the following standard features:
  - (1) DTMF Signaling
  - (2) Direct Inward Dialing\*
  - (3) Direct Outward Dialing\*
  - (4) Business Group Automatic Identified Outward Dialing
  - (5) Intercom Dialing
  - (6) Call Hold
  - (7) Three-Way Calling
  - (8) Call Transfer
2. Per-line rates and charges shall be the B-1 Monthly Line rate as specified in **Section 3** of this Tariff.

\* Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

4. **Rates and Charges (Continued)**

A. *Line Rates (Continued)*

3. Service Establishment Charge, per line will be the the approved tariff charges in **Section 4, "Service Charges"** for initial implementation of Centrex Service. Future changes in Centrex service will be charged per the terms of the Centrex Service Contract.

Initial service charge may be prorated over the first 4 months of service. The full charge becomes due and payable if service is cancelled prior to the fourth month.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.13. **Centrex Service (Continued)**

#### 4. **Rates and Charges (Continued)**

##### **C. Individual Station Features - OPTIONAL**

##### 1. Chargeable Individual Station Features

The monthly rates for the following optional individual station features will be the Business rate as specified in this Tariff:

(T)

- a. Call Forwarding Variable All Calls
- b. Call Forwarding Busy Line
- c. Call Forwarding Don't Answer
- d. Directed Call Pick-Up
- e. Call Waiting
- f. Cancel call Waiting
- g. Voice/Data Protection
- h. Do Not Disturb
- i. Speed Calling 8-Code
- j. Direct Connect Service
  - (1) Manual Line Service
  - (2) Warm Line
- k. Distinctive Ringing

Other enhanced features may be available under *Advanced Custom Calling Services* at the rates and charges set forth in other sections of this tariff.

##### D. The following OPTIONAL Features Associated with Groups of Lines, monthly rates and nonrecurring charges will be the business rates as specified in other sections of this Tariff:

1. Call Pick-Up
2. Speed Calling 30-Code
3. Toll/Code Restriction Features
4. Business Group Dialing Plan
5. Special Intercept Announcement
6. Paging Access



11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13. **Centrex Service (Continued)**

4. **Rates and Charges (Continued)**

**E. Multi-line Hunt Service**

1. Hunting Arrangements - In the features listed below, monthly rates and nonrecurring rates are applied in addition to the per-line rates for Centrex lines, and are as specified in other sections of this Tariff, or as determined in the Centrex Service Contract. The nonrecurring service establishment charges are per-hunt group. (T)
  - a. Regular Hunting (T)
  - b. Circle Hunting |
  - c. Uniform Call Distribution |
  - d. Preferential Hunting |
  - e. Series Completion (T)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.14. **Remote Call Forwarding (RCF) Service**

#### 1. General

- A. Remote Call Forwarding (RCF) is a service where a call is placed from a station (the originating station) to a RCF telephone number in one exchange (the call forwarding location) is automatically forwarded by central office equipment to another station designated by the RCF customer (the terminating station).
- B. RCF service is only available where the call forwarding location is served by an electronic central office and is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office.
- C. One listing in the directory covering the exchange in which the call forwarding number is located is provided without additional charge per RCF service or group of such services.
- D. Remote Call Forwarding is provided on the condition that the customer subscribe to a sufficient number of RCF service features and remote terminating facilities to adequately handle calls to the call forwarding customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe for such additional RCF features and facilities, said customer's RCF Service shall be subject to termination.
- E. RCF service provides for handling only one call at a time. An additional service feature is required for each additional coincident call to be handled.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.14. **Remote Call Forwarding (RCF) Service (Continued)**

#### 1. **General (Continued)**

- F. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service “tandems” two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. The resulting transmission performance will generally meet the RCF customer’s voice-grade needs.

Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company’s jurisdiction. Such services can be changed subsequent to the provision of an RCF service. It is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal tariff charges for such changes.

- G. RCF service is not offered where the terminating number is a coin telephone.
- H. A list of calls will be furnished the RCF service customer itemizing each toll call completed. The telephone number of the calling or originating station is not provided on this list.
- I. Where the business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- J. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- K. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14. **Remote Call Forwarding (RCF) Service (Continued)**1. **General (Continued)**

- L. Where calls are forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the tariffed charges for any resulting rearrangement of the RCF service.

(T)

2. **Minimum Contract Period**

The minimum contract period for this service is one month.

3. **Rates and Charges**

The following charges are for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment with which it is used.

(D)

(D)

(D)

## A. Remote Call Forwarding Service

- 1) Per initial feature arranged and one access path for either interexchange, intraexchange, or local calling area, per service request.

		<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
a.	Each	\$12.50	\$25.00	1484	(R)
2)	Per additional feature on subsequent service request				
a.	Each	\$ -	\$25.00	1484	(I)
3)	Per first additional feature on subsequent service request				
a.	Each	\$12.50	\$25.00	1484	(I)

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.14. **Remote Call Forwarding (RCF) Service (Continued)**

#### 3. **Rates and Charges (Continued)**

##### B. **Message Charges**

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

- 1) A charge for that portion of the call from the originating station line to the call forwarding location, and
- 2) A charge for that portion of the call from the call forwarding location to the terminating station.

The respective charge for each such portion shall be as follows:

- 1) Between the originating station line and call forwarding location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this Tariff, or any other applicable Tariff, for the type of call involved.

- 2) Between the call forwarding location and the terminating station line.

The Remote Call Forwarding customer is responsible for the applicable toll charges as specified in the Tariff or any other applicable tariff. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

Where RCF is utilized for forwarding of calls within the local calling area, the measured service rates effective for that local calling area are applicable for each call answered at the terminating station line.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.14. **Remote Call Forwarding (RCF) Service (Continued)**

#### 3. **Rates and Charges (Continued)**

##### B. Message Charges (Continued)

- 3) Between the call forwarding location and the terminating station.

Calls which terminate with the local calling area will be billed usage charges as described in **Section 3** of this tariff, as appropriate. Provisions contained in Section 3, govern the specific usage rates to be applied. Plan options, usage allowances, and usage caps are not applicable to these usage charges.

##### C. Service Charges as shown in **Section 4** of this tariff apply as follows:

- 1) For the initial installation of Remote Call Forwarding Service, or a subsequent addition to an existing Remote Call Forwarding Service, the *Central Office Line Connection Charge* and *Service Ordering Charge* applies in addition to the Installation Charge shown in **3.A.** preceding.
- 2) To change the number at the call forwarding location, or to revise the terminating location number at the call forwarding location, or to do both on the same order, the *Service Ordering Charge Only* applies.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.15. **Direct-Inward Dialing (DID) Service**

#### 1. **General**

- A. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates. No outbound service will be allowed from any trunk in the DID group or DID numbers assigned.

#### 2. **Rules and Regulations**

- A. Rates are in addition to the rates shown elsewhere in this and other Company tariffs for the PBX access line charge, other services and equipment with which this offering is associated.
- B. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- C. The service must be provided on all trunks in a DID group arrangement. Each trunk group shall be considered a separate service. Hunting Service will not be provided between separate trunk groups.
- D. Facilities and operational characteristics of interface signals between the Company-provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- E. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in **Section 6** of this tariff.
- F. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- G. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.15. **Direct-Inward Dialing (DID) Service (Continued)**2. **Rules and Regulations (Continued)**

- H. Automatic Intercept Service (AIS) for a non-listed disconnected DID telephone number will be provided at the rate following, where facilities permit. AIS will provide a referral to the corresponding new telephone number for a maximum period of twelve months or until the delivery of the new directory, whichever comes first.

3. **Rates and Charges**A. **Direct Inward Dialing (DID) Charges**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>
1) Group of 20 working or reserved DID numbers <sup>1</sup>		
a. Working numbers, each	\$55.00	\$ 3.40
b. Reserved numbers, each	55.00	3.40
2) DID Trunk Termination in Central Office <sup>2</sup>		
a. Each, Inward Only Trunk	50.00	20.00
3) Multifrequency (MF) Pulsing Option <sup>3</sup>		
a. Each Trunk	--	7.50
4) Dual Tone Multifrequency (DTMF) Option <sup>3</sup>		
a. Each Trunk	--	7.50
5) Automatic Intercept Service <sup>4</sup>		
a. Per number referred	16.00	--

<sup>1</sup> The nonrecurring Charge applies to the first group of DID numbers assigned to the customer per occasion.

<sup>2</sup> This charge is in addition to PBX access line charges and other services provided in connection with DID service.

<sup>3</sup> These options provide faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

<sup>4</sup> Provides automatic referral of calls from a non-listed disconnected DID telephone number to a corresponding new telephone number for twelve months or until the deliver of the new directory, whichever comes first. AIS is available only where facilities permit.



Peoples Telephone Company (T)

Lera Roark

Vice President

Issued: 8/16/10

TRA Tariff 1

SECTION 11

2<sup>nd</sup> Revised Page 116

Cancels 1<sup>st</sup> Revised Page 116

Effective: 9/15/10

---

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 Dialing Service**

#### 1. **General**

- A. N11 services are available in specified areas, with Peoples Telephone Company ("Company") for delivery of general information via voice grade facilities. 211 Dialing Service ("211") is a three digit local dialing arrangement for community information and referral services. 311 Dialing Service ("311") is a three digit local dialing arrangement for access to non-emergency police and other government agencies. 511 Dialing Service ("511") is a three digit local dialing arrangement for traffic and transportation information. 811 Dialing Service ("811") is a three digit local dialing arrangement accessing One Call Services to protect pipeline and utilities from excavation damage. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the N11 subscriber must comply with any orders and rules pertaining to N11.
- B. N11 is available in the Company Territory only. To provide access to a N11 number to end users in AT&T (formerly BellSouth) or other independent company territory or a CLECs end user within the local calling area, the N11 subscriber must make appropriate arrangements with the other independent company, AT&T (formerly BellSouth), or CLEC serving that territory. (T)
- C. The Local Calling Area of the N11 subscriber will be the Basic Local Calling Area as defined in Section 3 of this Tariff, as facilities permit. If local calling areas are merged, and a N11 number exists in both areas, the N11 subscriber who established the N11 Service first will be entitled to retain the N11 number in the merged calling area.
- D. This service is furnished subject to the availability of the N11 number.
- E. N11 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section 2 of this Tariff apply.
- G. Directory Listings may be provided for N11 at rates and regulations as specified in Section 6 of this Tariff.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 Dialing Service (Continued)**

#### 1. **General (Continued)**

H. Access to N11 is not available to the following classes of service:

- 1) Payphone Service Provider Telephone (PSPs)
- 2) Hotel/Motel/Hospital Service
- 3) 1+
- 4) 0+, 0-(Credit Card, Third-Party Billing, Collect Calls)
- 5) Inmate Services
- 6) 101XXXX
- 7) Cellular-Type 2A

In addition, operator assisted calls to the N11 subscriber will not be completed.

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

J. An "affiliate" of a N11 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the N11 subscriber. The term "control" (including the terms "controlling", "controlled by, and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition.

K. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section 11 preceding.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 Dialing Service (Continued)**

#### 1. General (Continued)

- L. Calls to a disconnected N11 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

#### 2. Service Requirements and Conditions

- A. All requests for N11 must be submitted in writing to the Tennessee Regulatory Authority. The TRA will allocate N11 numbers in Peoples Telephone Company's local calling area based upon requirements and/or standards established by the FCC. (T)
- B. Within 30 days of the number assignment, the N11 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- C. The N11 subscriber, must prior to provisioning of the service, sign a written acknowledgment of possible recall of the N11 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. If a recall is affected, the Company will work with all N11 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6 month notice period. The N11 subscriber will be

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 DIALING SERVICE (Continued)**

#### 2. Service Requirements and Conditions (Continued)

##### C. (Continued)

required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The N11 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10 digit local number or one 10-digit toll free number. Appropriate rates from Section 3 and 4 of this Tariff apply.
- E. The N11 Dialing Service is provided where facilities permit.
- F. The N11 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing N11.
- G. The N11 subscriber should work separately with competitive local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing N11.
- H. N11 will be provided under the following conditions:
  - 1) For network sizing and protection, the N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to N11.
  - 2) The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for N11 Dialing Service.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 DIALING SERVICE (Continued)**

#### 2. Service Requirements and Conditions (Continued)

H. N11 will be provided under the following conditions (Continued):

- 3) The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connections with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- 4) The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- 5) Suspension of N11 Dialing Service is not applicable for this service.
- 6) The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
- 7) A written notice will be sent to any N11 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.16. **N11 Dialing Service (Continued)**

#### 2. Service Requirements and Conditions (Continued)

- I. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply:
  - 1) The N11 subscriber will provide announcements. The Company will provide only the delivery of the call.
  - 2) N11 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service.
  - 3) The provision of access to the N11 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4) The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5) The N11 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- J. The Company may take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure or performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.16. **N11 Dialing Service (Continued)** (T)3. **Rates and Charges**A. **Application of Rates**

- 1) A Service Establishment charge shall apply per basic local calling area.
- 2) N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and termination messages at the N11 subscriber's designated premises. (T)
- 3) Applicable service order charges as specified in Section 4 of the Tariff will apply, in addition to the following rates. (T)
- 4) A Central Office Activation charge will apply per central office switch translated to the lead number.
- 5) A charge will apply to changes to the point-to number at the subscriber's request, per N11 Dialing Service, per central office switch within the basic calling area. (T)

B. **Charges applicable to the N11 Dialing Service Subscriber** (T)

	<u>Nonrecurring Charge</u>
1) Service Establishment Charge	
- Per Basic Local Calling Area	\$389.90
2) Central Office Activation	
- Per Central Office	\$150.00
3) Change of Point-to-Number by Subscriber	
- Per Central Office	\$ 13.50



## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.17. **711 Dialing Code for Telephone Relay Service (TRS)**

#### 1. General

- A. 711 Dialing Code (A711") as a three digit local dialing arrangement for telephone voice transmission access to all relay service the entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001.
- B. 711 is available from the Company in Peoples Telephone Company Territory only. To provide access to a 711 to end users in the AT&T (formerly BellSouth) Territory, or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with AT&T (formerly BellSouth) or the CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711. (T)  
(T)  
(T)
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section 2 of this tariff.
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section 6 of this Tariff.
- G. Access to 711 is not available to the following classes of service:
  - 1) Hotel/Motel/Hospital Service
  - 2) 1+
  - 3) 0+, 0-(Credit Card, Third-Party Billing, Collect Calls)
  - 4) Inmate Services
  - 5) 101XXXX
  - 6) Cellular-Type 2A

In addition, operator assisted calls to the 711 subscriber will not be completed.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17. **711 Dialing Code for Telephone Relay Service (TRS) (Continued)**

1. **General (Continued)**

- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An “affiliate” of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term “control” (including the terms “controlling”, “controlled by”, and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

2. **Service Requirements and Conditions**

- A. Requests for 711 Dialing Code must be submitted in writing to the Tennessee Regulatory Authority, for the assignment of the 711 code.
- B. Once the TRA has issued an order assigning the 711 code, within 30 calendar days of such number assignment, the TRS entity must submit a request to the Company. The Company will implement the TRS entity’s request within a reasonable time, given the complexity of the order. (T)

If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.17. **711 Dialing Code for Telephone Relay Service (TRS) (Continued)**

#### 2. Service Requirements and Conditions (Continued)

- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgment of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- H. 711 Dialing Code will be provided under the following conditions:
  - 1) For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
  - 2) The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17. **711 Dialing Code for Telephone Relay Service (TRS) (Continued)**

2. **Service Requirements and Conditions (Continued)**

H. 711 Dialing Code will be provided under the following conditions  
(Continued):

- 3) The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- 4) The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- 5) The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
- 6) A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17. **711 Dialing Code for Telephone Relay Service (TRS) (Continued)**

2. **Service Requirements and Conditions (Continued)**

- I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
  - 1) The TRS entity will provide announcements. The company will provide only the delivery of the call.
  - 2) The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
  - 3) The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
  - 4) The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.
- J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

## 11. MISCELLANEOUS SERVICE ARRANGEMENTS

### 11.18. **Key and Pushbutton Telephone Service**

#### 1. **General Provisions**

- A. Key telephone systems and pushbutton telephone systems are regularly available only in connection with individual line, PBX, WATS and private line services.
- B. All telephone associated with a key or pushbutton telephone system normally are located in the same building, but intercommunications between stations may involve different buildings. A telephone with other regularly available features of the key or pushbutton telephone system may be provided in different buildings whenever, in the judgement of the Company, satisfactory service can be furnished.
- C. The number of telephones which may be connected to a line either directly or by key or button operation is limited to such number as in the judgement of the Company will not interfere with efficient telephone service.
- D. When a subscriber requests service features other than those regularly available, additional charges based on costs incurred will apply.

This  
text  
for  
mer  
ly  
app  
ear  
ed on  
Sect  
ion  
9  
2<sup>nd</sup>  
Rev  
ised  
Pag  
e 1.

(M)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

Lisa Wigington  
Vice President  
Issued: 06/01/2022

TRA Tariff 1  
SECTION 12  
12<sup>th</sup> Revised Page 1  
Cancels 11<sup>th</sup> Revised Page 1  
Effective: 07/01/2022

---

### 12. INTRASTATE ACCESS SERVICE TARIFF

#### A. Switched and Special Access Services

Peoples Telephone Company concurs in the rates, rules and regulation governing the provision of switched access services to Interexchange Carriers as filed by John Staurulakis Inc. (JSI), effective on July 1, 2019, and successive issues thereof for terminating access. Originating switched access rates concur in the rates, rules and regulation governing the provision of access services to Interexchange Carriers as filed by the National Exchange Carriers Association (NECA), effective on April 12, 2011. Special Access rates concur in the rates, rules and regulation governing the provision of access services to Interexchange Carriers as filed by JSI, effective on July 1, 2019, and successive issues thereof, as approved by the FCC.

The Company hereby expressly reserves the right to cancel this statement of concurrence at any time it appears that such cancellation is in the best interest of the Company and its customers, subject to the jurisdiction of the Tennessee Regulatory Authority as it applies.

#### A. Carrier Common Line

The rates for Carrier Common Line Charges as defined by the above reference JSI concurrence is:

	<u>ORIGINATING</u>	<u>TERMINATING</u>
Intrastate Telecommunications		
Relay Services Adjustment		\$ 0.00000
<b>Total CCLC Rate</b>		<b>\$ 0.00000</b>

#### B. Switched Access Rates (Per MOU)

1. Local Switching		
Non-Toll Free	\$0.011069	
Toll Free Only	\$0.003581	(D)
2. Information Surcharge		
Non-Toll Free	\$0.000380	
Toll Free Only	\$0.000131	(D)



# GENERAL SERVICES TARIFF

Peoples Telephone Company

Lisa Wigington

Vice President

Issued: 06/01/2022

TRA Tariff 1

SECTION 12

3<sup>rd</sup> Revised Page 2

Cancels 2<sup>nd</sup> Revised Page 2

Effective: 07/01/2022

## 12. INTRASTATE ACCESS SERVICE TARIFF

### A. Switched and Special Access Services (Continued)

#### B. Switched Access Rates (Per MOU) (Continued)

	<u>ORIGINATING</u>	<u>TERMINATING</u>
3. Joint Tandem Switch Transport*		
Per Originating Toll Free Only		
Access Minute Per Tandem	\$0.001000	
4. Toll Free Data Base Access Service		
Queries		
Per Query		
Basic	\$0.001515	(D)
Vertical Feature	\$0.001660	(D)

\*The Joint Tandem Switched Transport rate element applies per tandem to originating toll free minutes only in lieu of the Tandem Switched Facility, Tandem Switched Termination and Tandem Switching rate elements as of July 1, 2021.

### B. Billing and Collection Services

For the provision of Intrastate Billing and Collection Services, Peoples Telephone Company concurs in the rates, rules and regulations governing the provision of Interstate Billing and Collection Services as found in the tariffs of John Staurulakis Inc. (JSI) filed with the Federal Communication Commission (FCC), together with any amendments or successive issues thereof. Should such services cease to be regulated by the Federal Communication Commission (FCC) then the rates, rules and regulations in effect at the time of said deregulation will remain in effect subject to change only by action of the Tennessee Regulatory Authority.

The Company hereby expressly reserves the right to cancel this statement of concurrence at any time it appears that such cancellation is in the best interest of the Company and its customers, subject to the jurisdiction of the TRA.

Intrastate Billing and Collection will be provided on a per billed message basis, with full recourse of any uncollectible or unbillable message to the toll carrier.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 06/01/2019

TRA Tariff 1

SECTION 12

1<sup>st</sup> Revised Page 3

Cancels Original Page 3

Effective: 07/01/2019

---

### 12. INTRASTATE ACCESS SERVICE TARIFF

#### C. VoIP Traffic

##### General

The term “Toll VoIP-PSTN Traffic” denotes a customer’s interexchange voice traffic exchanged with the Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. “Toll VoIP-PSTN Traffic” originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

Customer(s) denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this tariff, including but not limited to Interexchange Carriers (IXCs), End Users and other telecommunications carriers or providers originating or terminating Toll VoIP-PSTN Traffic.

The following provision applies to the treatment of Toll VoIP-PSTN Traffic pursuant to the Federal Communications Commission’s Part 51 Interconnection Rules and in compliance with the Federal Communications Commission’s Report and Order and Further Notice of Proposed Rulemaking in cc Docket Nos. 96-45 and 01-92; GN Docket No. 09-51; WC Docket Nos. 03-109, 05-337, 07-135 and 10-90; and WT Docket No. 10-208, adopted October 27, 2011, and released (T) November 18, 2011 (FCC 11-161). In the absence of an interconnection agreement between the Company and the customer specifying the treatment of Toll VoIP-PSTN Traffic, the Company will bill the customer the applicable switched access rates and charges specified in Section 17.2 of the JSI FCC Tariff (C) No. 1, on all jurisdictionally intrastate voice traffic identified as Toll VoIP-PSTN (C) Traffic. Specifically, this section establishes the method of separating such traffic (referred to in this tariff as “Toll VoIP-PSTN Traffic”) from the customer’s (T) traditional intrastate access traffic, so that Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order.

This section will be applied to the billing of switched access charges to a carrier that is a local exchange carrier only to the extent that the carrier has also implemented billing of interstate access charges for intrastate Toll VoIP-PSTN Traffic in accordance with the FCC Order.

(T)

# GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 06/01/2019

TRA Tariff 1

SECTION 12

1<sup>st</sup> Revised Page 4

Cancels Original Page 4

Effective: 07/01/2019

## 12. INTRASTATE ACCESS SERVICE TARIFF

### C. VoIP Traffic (Continued)

#### **Call Signaling**

All Call Signaling must be in accordance with FCC 11-161, released November 18, 2011, paragraphs 714 through 717.

Depending on the signaling system used by the customer in its network, the customer's facilities shall transmit the following call signaling information to the Company on traffic the customer's end users originate which is handed off for termination the Company's network, in compliance with FCC 11-161.

#### (A) Signaling System 7 (SS7) Signaling

When the customer uses SS7 signaling, it will transmit the Calling Party Number (CPN) or, if different from the CPN, the Charge Number (CN) information in the SS7 signaling stream. (ref. FCC 11-161, Para. 714)

#### (B) Multi-Frequency (MF) Signaling

When the customer uses MF signaling, it will transmit the number of the calling party or, if different from the number of the calling party, the Charge Number (CN) information in the MF Automatic Number Identification (ANI) field. (ref. FCC 11-161, paras. 715-716)

#### (C) Internet Protocol (IP) Signaling

When the customer uses IP signaling, it will transmit the telephone number of the calling party or, if different from the telephone number, the billing number of the calling party. (ref. FCC 11-161, para. 717)

#### **Rating of VoIP-PSTN Traffic**

The Company will bill the customer the applicable switched access rates and charges specified in Section 17.2 of the JSI FCC Tariff 1, on all jurisdictionally intrastate voice traffic identified as Toll VoIP-PSTN Traffic effective with such traffic beginning on July 1, 2019.

(C)

(C)

(T)

## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 06/01/2019

TRA Tariff 1  
SECTION 12  
Original Page 5

Effective: 07/01/2019

---

### 12. INTRASTATE ACCESS SERVICE TARIFF

#### C. VoIP Traffic (Continued)

##### **Calculation and Application of Percent-VoIP-Usage Factor**

The Company will determine the number of intrastate Toll VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied by applying an originating Percent VoIP Usage (OPVU) factor to the total intrastate access MOU originated by a Company end user and delivered to the Customer and by applying a terminating PVU (TPVU) factor to the total interstate access MOU terminated by a customer to the Company's end user. The OPVU and the TPVU will be derived and applied as follows:

- (A) The customer will calculate and furnish to the Company an OPVU factor, along with supporting documentation, representing the percentage of the total intrastate access MOU that the customer exchanges with the Company in the State, that is sent to the Company and that originated in IP format.
- (B) The customer will calculate and furnish to the Company a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer exchanges with the Company in the State that is sent to the Company and originated in IP format.
- (C) The OPVU, TPVU and supporting documentation shall be based on information that is verifiable by the Company including but not limited to the number of the customer's retail VoIP subscriptions in the State (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information. The customer shall not modify its reported PIU factor to account for VoIP-PSTN traffic.
- (D) After the Company verifies the OPVU and TPVU provided by the customer the Company will apply the OPVU and TPVU factors to the associated intrastate access MOU as indicated (H) a. and (H) b. below.

ALL MATERIAL ON THIS SHEET IS NEW.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

James Garner  
Vice President

Issued: 06/01/2019

TRA Tariff 1  
SECTION 12  
Original Page 6

Effective: 07/01/2019

---

### 12. INTRASTATE ACCESS SERVICE TARIFF

#### C. VoIP Traffic (Continued)

##### **Calculation and Application of Percent-VoIP-Usage Factor (Continued)**

The OPVU and the TPVU will be derived and applied as follows: (Continued)

- (E) In the event that the Company cannot verify the customer's OPVU and/or TPVU, the Company will request additional information to support the OPVU and/or TPVU, during this time no changes will be made to the existing OPVU and/or TPVU. The customer shall supply the requested additional information within 15 (fifteen) days of the Company's request or no changes will be made to the existing OPVU and/or TPVU. If after review of the additional information, the customer and Company establish a revised and mutually agreed upon OPVU and/or TPVU factor, the Company will begin using the new factor with the next billing period.
- (F) If the dispute is unresolved the customer may request that verification audits be conducted by an independent auditor, at customer's sole expense. During the audit, the most recent undisputed OPVU and/or TPVU factor will be used by the Company.
- (G) In the absence of an interconnection agreement, at no time will the Company allow an OPVU and/or TPVU factor greater than the applicable State percentage as identified in Paragraph 963 of the FCC Order. Payment for all VoIP-PSTN Traffic is required to be paid within 30 days from date of invoice and subject to all collection proceeding available under this intrastate access tariff, State law or other collection procedures.

ALL MATERIAL ON THIS SHEET IS NEW.

## GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

SECTION 12

James Garner  
Vice President

Original Page 7

Issued: 01/06/12

Effective: 02/06/12

---

### 12. INTRASTATE ACCESS SERVICE TARIFF

#### C. VoIP Traffic (Continued)

##### **Calculation and Application of Percent-VoIP-Usage Factor (Continued)**

The OPVU and the TPVU will be derived and applied as follows: (Continued)

(H) If the customer does not furnish the Company with an OPVU and/or TPVU, the Company will bill full access rates until an OPVU and/or TPVU factor is received. Billing at Toll-VoIP-PSTN Traffic rates for Toll VoIP-PSTN Traffic will commence beginning with the date the OPVU and/or TPVU factor is received by the Company from the customer as noted following:

- a. Initial OPVU and/or TPVU Factor – If the OPVU and/or TPVU factor is not available and/or cannot be implemented in the Company's billing systems by January 1, 2012, once the factor is available and can be implemented the Company will adjust the customer's bills to reflect the OPVU and/or TPVU factors retroactively to January 1, 2012. In calculating the initial OPVU and/or TPVU factors, the Company will take the customer-specified OPVU and/or TPVU factor into account retroactively to January 1, 2012, provided that the customer provides the factor to the Company no later than April 15, 2012;
- b. OPVU and/or TPVU Factor Updates – The customer may update the OPVU and/or TPVU factor quarterly using the method set forth in (A) above. If the customer chooses to submit such updates, it shall forward to the Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised OPVU and/or TPVU factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Company will use the revised OPVU and/or TPVU in its billing system. The revised OPVU and/or TPVU factor will apply prospectively and serve as the basis for billing until superseded by a new OPVU and/or TPVU factor.

ALL MATERIAL ON THIS SHEET IS NEW.

# GENERAL SERVICES TARIFF

Peoples Telephone Company

TRA Tariff 1

SECTION 12

James Garner

Original Page 8

Vice President

Issued: 01/06/12

Effective: 02/06/12

---

## 12. INTRASTATE ACCESS SERVICE TARIFF

### C. VoIP Traffic (Continued)

#### **Calculation and Application of Percent-VoIP-Usage Factor (Continued)**

The OPVU and the TPVU will be derived and applied as follows: (Continued)

(H) If the customer does not furnish the Company with an OPVU and/or TPVU, the Company will bill full access rates until an OPVU and/or TPVU factor is received. Billing at Toll-VoIP-PSTN Traffic rates for Toll VoIP-PSTN Traffic will commence beginning with the date the OPVU and/or TPVU factor is received by the Company from the customer as noted following (Continued):

- c. OPVU and/or TPVU Factor Verification – On a quarterly basis, the Company may ask the customer to verify the OPVU and/or TPVU factor furnished to the Company and customer may ask the Company to verify the application of the OPVU and/or TPVU factor applied in its billing system. The party so requested shall comply within 15 days of the request and shall provide the verifiable records and other information used to determine the OPVU and/or TPVU factor and application thereof.

ALL MATERIAL ON THIS SHEET IS NEW.