

SERVICE GUIDE AND SCHEDULE OF CHARGES APPLICABLE TO
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
FURNISHED BY

TELALASKA LONG DISTANCE, INC.
Regulatory Commission of Alaska Number 645

Service Area

Anchorage, Bird/Indian, Girdwood, Hope

Although not part of a certificated service area, the Begich-Boggs Visitor Center, and the Portage Glacier Lodge, both in the Portage Valley area near Anchorage are included in the TALD service area (pursuant to Order U-86-46(11), dated March 6, 1989, and the GCI tariff (pursuant to U-96-24(11), dated February 4, 1997).)

Pursuant to Alaska Senate Bill 83, Tariff Number 1 is cancelled in its entirety
effective November 27, 2019.

This document governs Local Service Terms, Conditions, and Rates.

November 27, 2019

PRELIMINARY STATEMENT

Rates and Charges

The Service, rates and charges stated herein apply uniformly to all exchanges unless otherwise specified.

Basic local access service and other offerings which are not universal to all exchanges are noted as such and they shall apply only to the exchange where applicable.

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SERVICES

A. GENERAL TERMS AND CONDITIONS

1. General

Private Line Service provides a transmission path to connect customer-designated premises, directly. Private Line Service includes all exchange access not utilizing end office switches.

The connections provided by Private Line Service are digital. Digital connections are differentiated by bit rate.

Non-recurring charges, as shown in Section F.1., will apply, in addition to the non-recurring rates shown throughout this Section.

Equipment for use in connection with Private Line Services is furnished either by the Utility or by the subscriber. Equipment furnished by the Utility shall not be used for any purpose other than that for which it is provided. Equipment furnished by the subscriber shall be so constructed, maintained and operated as to comply with Part 68, Volume X, of the FCC Rules and Regulations.

The Utility undertakes to maintain the facilities that it furnishes to the subscriber. The subscriber, or an authorized user, may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or repair any equipment installed by the Utility, except upon written consent of the Utility or in an emergency such as fire or flood.

The Utility shall not be held liable for errors, omissions, delays, or interruptions in transmission of data caused by the negligence of the subscriber. In the event of the occurrence of errors, omissions, delays or interruptions in transmission due to the negligence of the Utility, liability shall be limited to an amount equal to the proportionate charge to the subscriber for the period during which such error, omission, delay or interruption in transmission occurs beyond a 24-hour period of time.

SERVICES

A. GENERAL TERMS AND CONDITIONS (Continued)

1. General (Continued)

The subscriber shall be responsible for:

- Damages to facilities of the Utility, caused by the negligence or willful act of the subscriber or authorized user;
- Reimbursing the Utility for any loss through theft of equipment or apparatus on the subscriber's premises;
- The provision of personnel and power required to operate Utility facilities installed on the premises of the subscriber or authorized user.

The normal time interval for service (for service order to cutover) is dependent upon the availability of equipment and seasonal construction. A list of estimated time intervals can be provided by the Utility.

- Availability of Equipment - The interval will be 30 days when equipment is available from stock, 60 days when equipment must be ordered.
- Seasonal Construction - Any service order from May 1 through October 15 will be classified as normal construction activity and thus will comply with the 30-day time interval. Any construction required from October 16 through April 30 may require special construction and a 60-day time interval.

Minimum length of Service for high capacity circuits - the minimum length of service for this offering is 120 days. Customers will be charged a minimum of 120 days of service even if the circuit is disconnected prior to that time.

SERVICES

A. GENERAL TERMS AND CONDITIONS (Continued)

2. Channel Types

There are two types of channels used to provide Private Line Service. It is subdivided by one or more of the following:

- Transmission specifications
- Bandwidth
- Speed (i.e., bit rate)
- Spectrum

Customers can order a basic channel and select from a list of those available transmission parameters and channel interfaces that they desire in order to meet specific communications requirements.

Following is a brief description of the types of channels used:

Digital Data - a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6, or 56Kpbs.

High Capacity - a channel for the transmission of isochronous serial digital data at rates of 1.544 Mbps.

For the purposes of ordering, there are two categories of Private Line Service. They are:

<u>Service Designator</u>	<u>Codes</u>
Digital Data	DD
High Capacity	HC

SERVICESA. GENERAL TERMS AND CONDITIONS (Continued)3. Service Descriptions

Each service consists of a basic channel to which a technical specifications package (customized or pre-defined), channel interface(s) and, when desired, optional features and functions are added to construct the service desired by the customer. Technical specification packages are described in Sections E.1.b, and E.2.b optional features and functions are also described in this Section. Channel interfaces are described in Section A.8.

Customized technical specification packages will be provided where technically feasible. If the Telephone company determines that the requested parameter specifications are not compatible, the customer will be advised and given the opportunity to change the order.

When a customized channel is ordered the customer will be notified whether additional engineering charges apply. In such cases, the customer will be advised and given the opportunity to change the order.

The channel descriptions provided in Sections E.1.b, and E.2.b specify the characteristics of the basic channel and indicate that the channel is provided between customer designated premises without being connected to a telephone company hub (a virtual channel termination) or through a Telephone Company hub where bridging functions are performed or between hubs.

Information pertaining to the technical specification packages indicates the transmission parameters that are available with each package. This information is displayed in matrices set forth in Section A.8.

SERVICESA. GENERAL TERMS AND CONDITIONS3. Service Descriptions (Continued)

Channel interfaces at each Point of Termination on a two-point service may be symmetrical or asymmetrical. On a multi-point service they may also be symmetrical or asymmetrical, but communications can only be provided between compatible channel interfaces. Only certain interfaces are compatible. These are set forth in Section A.8., in a combination format.

Only certain channel interface combinations are available with the predefined technical specification packages. These are delineated in the Technical References set forth in Section A.3. When a customized channel is requested, all channel interface combinations available with the specified type of service are available with the customized channel.

The optional features and functions available with each type of Private Line Service are described in this section. The optional features and functions information also indicates with which technical specification packages they are available. Such information is displayed in matrices set forth in Section A.8. with the optional feature or function listed down the left side and the technical specification package listed across the top.

All services will conform to the transmission specifications standards contained herein or in the following Technical References for each category of the service:

Digital Data	TR-NPL-000341
	PUB 62310
High Capacity	PUB 62508
	PUB 41451

3. SERVICES

A. GENERAL TERMS AND CONDITIONS (Continued)

4. Service Configurations

There are two types of service configurations over which Private Line Services are provided: two-point service and multi-point service.

a. Two-Point Service

A two-point service connects two customer-designated premises on a directly connected basis without passing through a hub.

Applicable rate elements are:

- Channel Terminations
- Channel Mileage (as applicable)
- Optional Features and Functions (when applicable)

SERVICES

A. GENERAL TERMS AND CONDITIONS

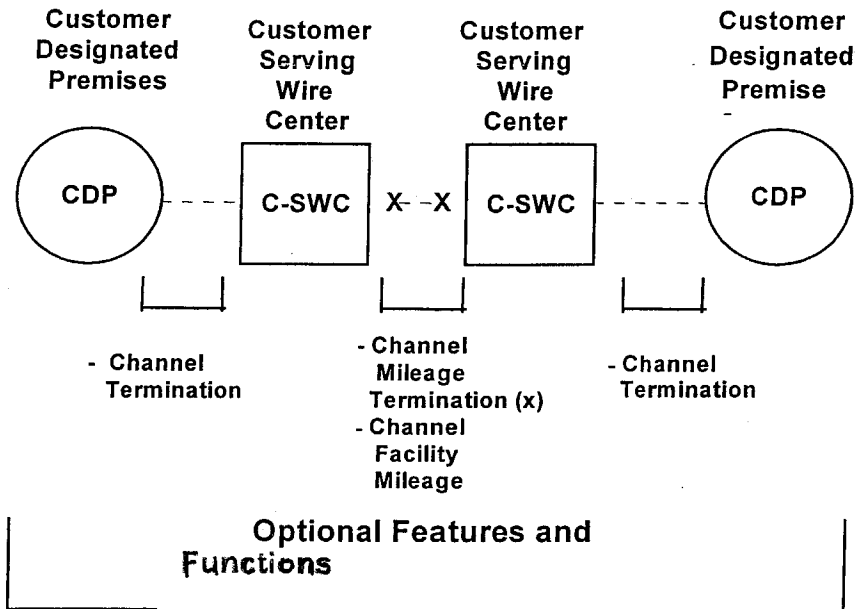
4. Service Configurations (Continued)

a. Two-Point Service

The following diagram depicts a two-point High Capacity service connecting two Customer Designated Premises (CDP).

Applicable rate elements are:

- Channel Terminations (applicable one (1) per CDP)



- Channel Mileage
 - 2 channel Mileage Terminations plus
 - 1 section, Channel Mileage Facility per mile

SERVICES

A. GENERAL TERMS AND CONDITIONS

4. Service Configurations (Continued)

b. Multi-Point Service

Multi-point service connects three or more customer designated premises through one or more Telephone Company hubs. Only certain types of Private Line Service are provided as multi-point service. These are so designated in the descriptions for the appropriate channel.

The channel between hubs (i.e., bridging locations) on a multi-point service is a mid-link. There is no limitation on the number of mid-links available with a multi-point service.

Multi-point service utilizing customized technical specifications package, will be provided when technically possible. If the Telephone Company determines that the requested characteristics for a multi-point service are not compatible, the customer will be advised and given the opportunity to change the order.

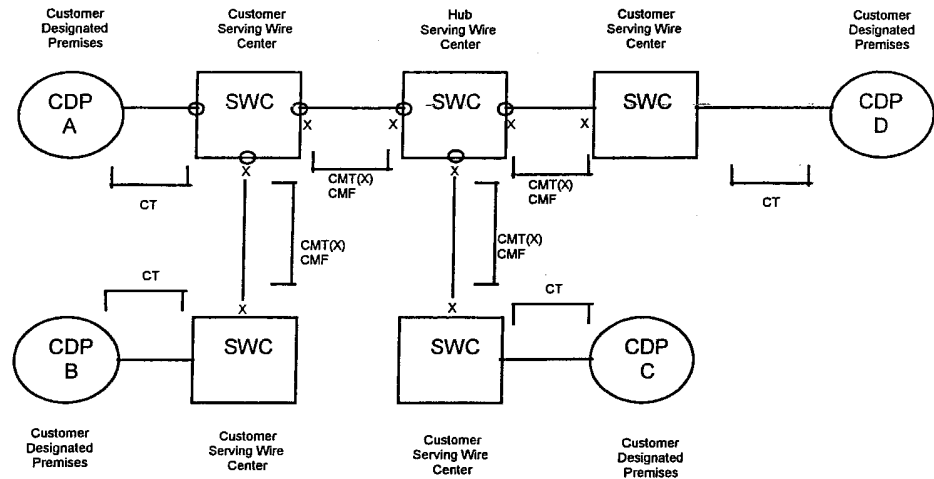
Applicable rate elements are:

- Channel Terminations (one per customer designated premise)
- Channel Mileage (as applicable between the serving wire center for each customer designated premise and the hub and between hubs)
- Bridging (when applicable)
- Additional Optional Features and Functions (when applicable)

SERVICESA. GENERAL TERMS AND CONDITIONS4. Service Configurations

b. Multi-Point Service (Continued)

The following diagram depicts a multi-point service connecting four customer-designated premises (CDP) via two customer-specified bridging hubs.



CT - Channel Termination
 CMT - Channel Mileage Termination
 CMF - Channel Mileage Facility
 o - Bridging Port

Applicable rate elements are:

- Channel Terminations (4 applicable)
- Channel Mileage
 - 2 Channel Mileage Terminations per Channel Mileage Facility section for a total of 8 plus
 - 4 sections, Channel Mileage Facility per Mile
- Bridging Optional Feature (6 applicable, i.e., each bridge port) (when applicable)

SERVICES

A. GENERAL TERMS AND CONDITIONS (Continued)

5. Special Facilities Routing

A customer may request that the facilities used to provide Private Line Service be specially routed. Special Facilities Routing will be provided on an individual case basis.

6. Design Layout Report

At the request of the customer, the Telephone Company will provide to the customer the make-up of the facilities and services provided as Private Line Service to aid the customer in designing its overall service. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

SERVICES

A. GENERAL TERMS AND CONDITIONS

7. Rate Regulations (Continued)

This section contains the specific regulations governing the rates and charges that apply for Private Line.

a. Rate Categories

There are three basic rate categories which apply to Private Line Service:

- Channel Terminations
- Channel Mileage
- Optional Features and Functions (when applicable)

b. Channel Termination

The Channel Termination rate category recovers the costs associated with the communications path between customer designated premises and the serving wire center of those premises. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the access service is to be connected at the Point of Termination (POT) and the type of signaling capability, if any. One Channel Termination charge applies per customer designated premises at which the channel is terminated. This charge will apply even if the customer-designated premises and the serving wire center are collocated in a Telephone Company building.

c. Channel Mileage

The Channel Mileage rate category recovers the costs associated with the end office equipment and the transmission facilities between the serving wire centers associated with two customer-designated premises between a serving wire center associated with a customer designated premises and a Telephone Company hub or between two Telephone Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility rate and the Channel Mileage Termination rate.

d. Channel Mileage Facility

The Channel Mileage Facility rate recovers the per mile cost for the transmission path which extends between the Telephone Company serving wire centers and/or hub(s).

3. SERVICESA. GENERAL TERMS AND CONDITIONS7. Rate Regulations (Continued)

e. Channel Mileage Termination

The Channel Mileage Termination rate recovers the cost for end office equipment associated with terminating the facilities (i.e., basic circuit equipment and terminations at serving wire centers and hubs). The Channel Mileage Termination rate will apply at the serving wire center(s) for each customer-designated premises and Telephone Company hub where the channel is terminated. If the Channel Mileage is between Telephone Company bridging hubs, the Channel Mileage Termination rate will apply per Telephone Company designated hub. When the Channel Mileage Facility is zero neither the Channel Mileage Facility rate nor the Channel Mileage Termination rate will apply (i.e., serving wire center is the same for each CDP).

f. Optional Features and Functions

The Optional Features and Functions rate category recovers the costs associated with optional features and functions which may be added to a Private Line Service to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics that may be obtained. These characteristics may be obtained by using various combinations of equipment. Although the equipment necessary to perform a specified function may be installed at various locations along the path of the service, they will be charged for as a single rate element.

1. Examples of Optional Features and Functions that are available include, but are not limited to, the following:

- Digital Access Cross Connect Service (DACCS)

2. Descriptions for each of the available Optional Features and Functions are set forth in Section E.b.3.

SERVICES

A. GENERAL TERMS AND CONDITIONS

7. Rate Regulations (Continued)

A hub is a Telephone Company designated serving wire center at which bridging functions are performed. The bridging functions performed are to connect three or more customer designated premises in a multipoint arrangement.

f. Monthly Rates

Monthly rates are recurring rates that apply each month or fraction thereof that a Private Line Service is provided.

g. Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing service). The types of nonrecurring charges that apply for Private Line Service are: installation of service, and service rearrangements.

h. Types of Rates and Charges

Nonrecurring charges apply to each service installed. The nonrecurring charges for the installation of service are set for each channel type as a nonrecurring charge for the Channel Termination. Nonrecurring installation charges are as set forth in Section E.1.

i. Installation of Optional Features and Functions.

When optional features and functions are installed coincident with the initial installation of service, no separate nonrecurring charge is applicable. When optional features and functions are installed or changed subsequent to the installation of service, a Service Order Charge will apply per order.

SERVICES

A. GENERAL TERMS AND CONDITIONS

7. Rate Regulations (Continued)

j. Mileage Measurement

The mileage to be used to determine the monthly rate for the Channel Mileage Facility is calculated on the airline distance between the locations involved, i.e.,

- the serving wire centers associated with two customer designated premises,
- a serving wire center associated with a customer designated premises and a Telephone Company hub,
- two Telephone Company hubs.

The serving wire center associated with a customer designated premises is the serving wire center from which this customer designated premises would normally obtain dial tone.

Mileage charges are shown with each channel type. To determine the rate to be billed, first compute the mileage using the air mileage chart located on Sheet No. 339.

When hubs are involved, mileage is computed and rates applied separately for each section of the Channel Mileage, i.e.

- Customer designated premises serving wire center to hub,
- hub to hub and/or
- hub to customer designated premises serving wire center.

However, when any service is routed through a hub for purposes other than customer specified bridging (e.g., the Telephone Company chooses to so route for test access purposes), rates will be applied only to the distance calculated between the serving wire centers associated with the customer designated premises.

See the service configuration example for multipoint service as set forth in Section A.4.b.

SERVICES

A. GENERAL TERMS AND CONDITIONS

8. Network Channel and Network Channel Interface Codes

a. This section explains and lists the codes that the customer must specify when ordering Private Line Service. These codes provide a standardized means to relate the services being ordered to Private Line Service offerings contained in this section.

b. When ordering, the type of Private Line Service is described by two code sets, the Network Channel (NC) code and the Network Channel Interface (NCI) code.

c. The Network Channel (NC) code consists of two elements. Element one is a Channel Service Code (character positions 1 and 2) that describes the channel service type in an abbreviated form. Element two is an Optional Feature Code (character positions 3 and 4) that identifies option codes available for each channel service code.

d. The Network Channel Interface (NCI) is used to identify interface specifications associated with a particular channel. This code describes the total wires, protocol, impedance, protocol options and transmission level point(s) reflecting physical and electrical characteristics between the Telephone Company and the customer.

e. Following is an example which explains the specific characters of the codes and which reference matrices and charges used in developing the codes. Included in the matrices are Service Designator (SD) codes that are used to identify variations of service within service types. The SD and NC codes are displayed as components of the matrices designated as Technical Specifications packages in (A) through (E) following. Through the use of these matrices, SD codes may be converted to NC codes for Service ordering purposes.

A chart is also provided which contains information necessary to develop NCI codes.

SERVICESA. GENERAL TERMS AND CONDITIONS8. Network Channel and Network Channel Interface Codes (Continued)

f. Comprehensive lists of allowed Network Channel (NC) and Network Channel Interface (NCI) codes are contained in Special Report SR-IS D-000307. However, not all services contained in this Special Report may be offered by the Telephone Company at this time.

g. Following is a list of compatible Network Channel Interfaces inasmuch as the Network Channel Interfaces associated with a given service need not always be the same, but all must be compatible.

Example No. 1: If the customer wishes to order a 1.544 Mbps Hi-cap facility with no channel options, the customer might specify the following:

<u>NC</u>	<u>NCI</u>	<u>SECNCI</u>
HC--	04DS9-15	04DS9-15

NC Code:

HC = High Capacity Channel Service, HC1

-- = No Optional Features

NCI, SECNCI Code:

04 = Number of physical wires at CDP

DS = Digital hierarchy interface

9 = 100 Ohms impedance

15 = 1.544 Mbps (DS1) format

The preceding example uses information contained in Special Report SR-ISD-000307.

In order to determine the NC Code appropriate for the service to be ordered, the type of Private Line Service the customer wishes must be identified. This identification is accomplished by a Service Designator (SD) code. The broad categories of Service Designator codes (e.g., VG, etc.) are set forth in this section. Variations within service type (e.g., VG1, etc.) are described in the various Technical Publications cited in (A) through (E) following. Having determined the specific service type to be ordered and its SD code, and having used the appropriate Technical Publication, the customer should match the SD code to the NC code using the following matrices. Once the NC code has been determined the Network Channel Interface (NCI) code may be developed using the information following and the guidelines concerning specific parameters available for each service type as set forth in the specified Technical Publication.

SERVICESA. GENERAL TERMS AND CONDITIONS8. Network Channel and Network Channel Interface Codes (Continued)

Code	Option	Definition
DS -		Digital hierarchy interface
	-15	1.544 Mbps (DS1) format per PUB 41451 plus D4
	-15J	1.544 Mbps format per PUB 41451
	-15K	1.544 Mbps format per PUB 41451 plus extended framing format
	-15L	1.544 Mbps (DS1) with SF signaling
DU -		Digital access interface
	-24	2.4 Kbps
	-48	4.8 Kbps
	-56	56.0 Kbps
	-96	9.6 Kbps
	- A	1.544 Mbps format per PUB 41451
	- B	1.544 Mbps format per PUB 41451 plus D4
	- C	1.544 Mbps format per PUB 41451 plus extending framing format
DX -		Duplex signaling interface at customer's point of termination
DY -		Duplex signaling interface at customer's end user's point of termination
NO -		No signaling interface, transmission only PG-program transmission - no dc signaling
	- 1	Nominal frequency from 50 to 1500 Hz
	- 3	Nominal frequency from 200 to 3500 Hz
	- 5	Nominal frequency from 100 to 5000 Hz
	- 8	Nominal frequency from 50 to 8000 Hz
PR		Protective relaying*
RV	- 0	Reverse battery signaling, one way operation, originate by customer
	- T	Reverse battery signaling, one way operation, terminate function by customer or customer's end user

SERVICESB. LOCAL ACCESS1. Businessa. Rates

	<u>Monthly Rate*</u>
Individual Business Line - Simple	\$25.00
Individual Business Line or Trunk - Complex	\$32.00
Individual Business Line or Trunk - Complex Premium	\$33.00

* These charges are in addition to the appropriate charges as specified in Sections F, H, I, and J.

b. Terms and Conditions

Business service is a local access service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, fraternal lodges, churches, schools, clubs, other organizations of a similar nature and individuals practicing a profession or operating a business who have no offices other than their residence and where the use of the service is principally or substantially of a business, professional, or occupational nature. If the directory listing associated with the business service denotes the character of the service to be for business use, the appropriate rate for business service will apply.

Business service is segregated into three distinct categories as follows:

Business Simple defines business service provided without any associated hunt group services. All Custom Calling services as described in Section D are available in conjunction with Business Simple service.

Business Complex defines business service provided on a line basis, utilizing hunt group services, or any type of a trunk basis, regardless of the presence of hunt group services.

SERVICES

B. LOCAL ACCESS

1. Business

b. Terms and Conditions (Continued)

Additional, add-on services, as described in Section D, can be ordered in conjunction with Business Complex service.

Business Complex Premium defines Business Complex service to be terminated on a key system or PBX system when the customer requests Centrex type optional features from the add-on services described in Section D.4.4.

Additional add-on services, as described in Section D.1. conjunction with Business Complex Premium service

Business Complex and Business Complex Premium trunks are not available in the Bird/Indian Exchange.

Business Complex/Optional Features:

Direct Inward Dialing (“DID”) Service - DID services as described in Section C.1. are optional features that can be ordered in conjunction with Business Complex and Business Complex Premium services. The applicable rates are contained in Section C.1.a.

Custom Calling Features - All Custom Calling Features as described in Sections D. are optional features that can be ordered in conjunction with Business Complex. All Custom Calling Features as described in Sections D. and are optional features that can be ordered in conjunction with Business Complex Premium services.

All rates are in dollars and cents per month, except as otherwise stated.

Rates in Section B.1. apply for the Begich-Boggs Visitor Center and the Glacier Valley Lodge in the Portage area.

The provision of service at the rates and under the terms and conditions shown in this document are subject to the Local Service Terms and Conditions, which as it now exists, or as it may be revised, added to, or supplemented by superseding issues, is made a part of this document.

The rates in this section, are for provision of access to the local exchange network: Customers within the exchange boundaries receive access to the entire local exchange area, including the non-optional extended local service area.

SERVICESA. LOCAL ACCESS2. Primary Rate Interface (PRI)a. Rates

	Monthly Rate	Non- Recurring Charge		
First Basic PRI	\$780.00	\$800.00		
Each additional ordered with First Basic PRI***	\$780.00	\$565.00		
Fractional PRI	\$459.00			
Fractional PRI as of December 3, 2007. See Sec. B sheet no. 3.30.				
	Month-to- Month	12 Month Term	24 Month Term	36 Month Term
7B+1D	N/A	\$245.00	\$220.00	\$199.95
11B+1D	\$459.00	\$375.00	\$345.00	\$315.00
Additional Channels****	\$ 44.95	\$ 38.95	\$ 34.95	\$ 29.95
First Fractional PRI – 7B+1D or 11B+1D				\$800.00
Each additional ordered with First Fractional PRI***				\$565.00
Add or Remove Channels – Per Occurrence				\$100.00
Optional Features Per PRI Interface:				
Calling Name/Number Display	\$0.00			\$80.00*
Network Ring Again	\$125.00			\$160.00
Message Waiting indication	\$0.00			\$160.00*
Release Link Trunking	\$175.00			**
Calling Number Screening	\$75.00			**
Call by Call Tie Line	\$50.00			**
Dialing Plan	\$50.00			**
Private Facility Connection	\$50.00			**

* If ordered at the same time as Basic PRI or Fractional PRI, no additional NRC will apply.

** A Customized Programming Charge, Section 3.B.3, will apply.

*** Within the same Common Language Location Identifier (CLLI).

**** Customers may add Fractional PRI channels to 7B+1D or 11B+1D configurations, up to a total of 15 channels per span, and per customer location.

SERVICESA. LOCAL ACCESS2. Primary Rate Interface (PRI)a. Rates (Continued)

	<u>Non Recurring Charge</u>
PRI Conversion Charge	
Initial Interface Converted	\$480.00
Each Additional Interface***	\$20.00
PRI Change Charge	\$885.00
Customized Programming Charge-per ½ hr.	\$62.50

This non-recurring charge recovers the engineering costs incurred when any customization is made to a PRI service that requires central office engineering or customized Central Office switch translations.

	<u>Number of PRI Connections</u>	
	<u>1 to 5</u>	<u>6 or more</u>
Basic PRI Term Discount		
12 month discount	10%	15%
24 month discount	15%	20%
36 month discount	20%	25%

Term Discount applies to monthly recurring charges only. Non-recurring charges in Section B.3. are waived with a term of service agreement.

Fractional PRI Term Discount

Non-recurring charges in Section B.3. are waived for customers signing a one year term of service agreement.

*** Within the same Common Language Location Identifier (CLLI).

SERVICESA. LOCAL ACCESS2. Primary Rate Interface (PRI) (Continued)b. Terms and Conditions

Primary Rate ISDN ("PRI") service allows customers to connect suitably-equipped ISDN customer premises equipment (CPE) to the Company's central office switch using PRI interfaces as set forth in Section B.3. over a digital transport facility using standards described in the following Bellcore Technical References ("TR") or Generic Requirements ("GR") or subsequent revisions: TR-TSY-000754, GR-000054, and GR-000499

Digital transport will be provided over a DSI trunk. The cost of the transport is included in the Basic PRI package rate.

Each connection of a digital transport facility to the central office switch provides one PRI Interface as set forth in Section B.3. Customers may subscribe to PRI Optional Features as set forth in Section B.3. and Associated Services as set forth in Section B.3.

One or more PRI Interfaces can be combined to create a PRI serving arrangement. Optional features will be included on all PRI interfaces that are part of the provisioned serving arrangement. Each interface, therefore will be subject to the appropriate charges for the selected Optional Features.

A PRI network serving arrangement is created when a Centrex group connects to a PRI serving arrangement, and/or one or more PRI serving arrangements are connected to form a network. A PRI network requires application of the Dialing Plan feature as set forth in Section B.3.

The following entities may be included in a PRI serving arrangement and/or network serving arrangement:

- ISDN PBX
- Other suitably-equipped ISDN customer Premise Equipment ("CPE")
- Interexchange Carrier ("IXC") Point of Presence ("POP"). This part of the arrangement would be provided out of the Company's interstate tariff.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

PRI Configuration

Basic PRI Provides twenty-four (24) 64 Kbps channels that can be configured as either:

Twenty-three (23) 64 Kbps B-Channels and one (1) primary 64 Kbps D-Channel or
Twenty-four (24) 64 Kbps B-Channels or
Twenty-three (23) 64 Kbps B-Channels and one (1) back-up 64 Kbps D-Channel.

Fractional PRI — Provides seven (7) or eleven (11) 64 Kbps channels that can be configured as:
Eleven (11) 64 Kbps B-Channels and one (1) primary 64 Kbps D-Channel or
Seven (7) 64 Kbps B-Channels and one (1) primary 64 Kbps D-Channel and
Additional 64 Kbps channels added to either 7B or 11B Channels to equal up to fourteen (14)
B-Channels and one (1) primary 64 Kbps D-Channel.

Customers subscribing to Twelve (12) 64 Kbps B-Channels and one (1) 64Kbps D-Channel or
Thirteen (13) 64Kbps B-Channels when configured with either Basic or Fractional PRI interfaces
with one (1) D-Channel as of December 3, 2007 may continue service at the rate in Section B.3.a.

Fractional PRI customers are permitted a maximum of 15 channels per customer location. If
more channels are needed, customers must purchase a Basic PRI Package.

The B-Channels carry digitized customer traffic (voice and/or data). The D-Channel is an out of
band signaling channel used to control and route all of the B-Channel traffic of a single serving
arrangement. The first interface of every PRI serving arrangement must contain a primary D-
Channel.

Back-up D-Channels are used to control B-Channel traffic in the event the primary D-Channel
fails.

In order to ensure service integrity, the Company strongly recommends that at least two D-
Channels, one Primary and one Back-up, be purchased in conjunction with configurations of two
or more PRI interfaces. This will ensure uninterrupted service in the event the primary D-Channel
fails.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

1. PRI Packages

Voice PRI

When the predominant use of a PRI interface is for voice traffic, it shall be classified as Voice PRI. The predominant use will be determined at the time the service is ordered based on information provided by the customer in order to configure the PRI interface.

Data PRI

When the predominant use of a PRI interface is for data traffic, it shall be classified as Data PRI. The predominant use will be determined at the time the service is ordered based on information provided by the customer in order to configure the PRI interface. If the customer premise equipment on which the PRI will terminate is not a PBX as defined below, the predominant use will be assumed to be for data traffic.

PBX Definition - A Private Branch Exchange or Key Service Unit switching equipment located on the customer's premise which is used primarily to conduct voice traffic terminating on a telephone set.

Features and Charges

All standard and optional features are available to subscribers of either Voice PRI or Data PRI.

2. Standard Features

B-Channel Configuration

Customers may specify how the B-Channels and Associated Services will be configured. B-Channel Configuration allows any combination of Associated Service types listed in Section B.3.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions

2. Standard Features (Continued)

Intra-Serving Arrangement Calling Line Identification

Allows the delivery of the calling line identification only within a PRI network serving arrangement as defined in B.3.b.

3. Optional Features

Calling Name and Number Display

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass calling number and name information. Rates and charges apply to each equipped PRI interface.

Call-by-Call Service Selection

PRI's call-by-call service (a.k.a. Integrated Services Access or "ISA") capability dynamically allocates B-Channels for multiple associated service types on a per call basis. Four types of service can be provided using this capability: Tie Lines, Foreign Exchange, InWATS and OutWATS. Rates and charges for Tie Lines are included in Section E.3.a. and apply to each equipped PRI interface. The other three service types will be provided on an individual case basis.

Message Waiting Indication

Requires suitably equipped ISDN switching and terminal equipment and allows the Company's network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement. Rates and charges apply per equipped PRI interface.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions

3. Optional Features (Continued)

Network Ring Again

This feature allows a calling station which encounters a busy signal to notify the central office switch to signal the calling station when the called station becomes idle. The calling station can then notify the switch to complete the call. Rates and charges apply per PRI interface so equipped.

Dialing Plan

Allows customers to dial between entities on either an access code or abbreviated station to station dialing basis where facilities and operating conditions permit. It provides calling connections between various entities, which may include a combination of:

- ISDN PBX
- Other Suitably equipped ISDN customer premises equipment (CPE)
- Central offices
- Interexchange Carrier (IXC) Point of Presence (POP)

This dialing plan feature is required any time two or more entities are connected to create a PRI network serving arrangement as defined in Section 3.B.3. Rates and charges apply to each equipped PRI interface.

Private Facility Connection

Allows customers to include non-ISON digital transport facilities, tie lines, and/or other private facilities or trunk groups in a PRI serving arrangement. It provides communication between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities. ISDN data elements and signaling elements will not be passed over the non-PRI facilities. Rates and charges apply to each PRI interface so equipped.

SERVICESA. LOCAL ACCESS2. Primary Rate Interface (PRI)b. Terms and Conditions3. Optional Features (Continued)

Release Link Trunking

Provides the ability for the switch to release PRI trunks to and from a PBX that are no longer required as a result of a call that has been forwarded or transferred. At that time, the call is handled from the host CO while the PRI trunks are freed to accept new calls. This feature to be provided subject to availability. Rates and charges apply per PRI interface so equipped.

Calling Number Screening

Enables the switch to screen calls entering the public network from a PBX so that a number, as dictated by the PBX user, is delivered to the intended "audience". For instance, a call to the public network might display the company's listed directory number while a private network call might contain the originator's personal extension. This feature to be provided subject to availability. Rates and charges apply per PRI interface so equipped.

4. Associated Services

Associated services are network and exchange services that provide a PRI serving arrangement with access to the public switched network. These services must be provided from the PRI serving switch, and include:

Business Complex – Trunk Service (Section B.1.)

- Two-way
- Inward only
- Outward only
- Direct Inward Dial ("DID") Service -The charge for blocks of DID numbers utilized with DID functionality is found in Section C.1. The monthly recurring charge for DID numbers is waived for customers signing a term of service commitment for PRI. Rates and charges for the Associated Services set forth above are found in the applicable sections and are in addition to the PRI charges.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

5. Regulations

Availability

Primary Rate ISDN service is available only from suitably equipped central offices in which facilities and network capacity exists.

Minimum Service Period

Customers may elect month-to-month service, or sign a fixed term of service agreement for 12, 24, or 36 months.

Associated Services

When the customer has existing network and exchange services and wants to convert these services to work with a PRI serving arrangement, the existing service must be disconnected and the new PRI serving arrangement reconnected. New Installation charges apply.

6. Use of Service

The customer must provide sufficient information regarding the intended use of the service to allow the Company to furnish and maintain the requested service, and to ensure that the use of the service complies with all regulations.

The Company shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Company only from the customer.

Unlawful Use – The service furnished under this section shall not be used for any purpose or in any manner, directly or indirectly, in violation of the law or in aid of any unlawful act or undertaking.

SERVICESA. LOCAL ACCESS2. Primary Rate Interface (PRI)b. Terms and Conditions (Continued)7. Limitations

PRI is available only where equipment and operating conditions permit. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features. Customers are responsible for providing compatible ISDN equipment.

A PRI serving arrangement or PRI network serving arrangement must be configured so as to not disrupt call completion in the PRI serving central office. The Company has the right, upon notice to the customer, to change arrangements to protect network integrity.

Subject to technical limitations and operating conditions, the Company will specify how many PRI interfaces can be supported by a single primary D-Channel, based on Bellcore Technical References and the switch vendors' compliance with those recommendations. Where facilities and operating conditions permit, up to twenty (20) PRI interfaces may be combined into a single PRI serving arrangement and may be controlled by a single DChannel.

In addition, the Company may provide alternate facility routing through separate D Channels of a PRI service, where facilities and operating conditions permit. Depending on the alternate route selected, the Service Customization Charge (Section B.3.) and/or special construction charges may apply.

The extent of redundant signaling capability will vary by Company switch type and capacity, and could be limited merely to the redundancy provided by a separate digital transport facility.

Individual B-Channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI serving arrangement or PRI network serving arrangement. Calls placed to or from outside the PRI, or over the public switched network where Signaling System 7 (SS7) and/ or 64 Kbps Clear Channel are not deployed, will be limited to 56 Kbps throughput.

PRI is a business service. Residence service will not be provided over PRI.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

8. Connections

Customer premise equipment may be connected to the Company's PRI service in accordance with the following provisions.

All connections shall be made through equipment furnished by the customer. The responsibility of the Company shall be limited to the furnishing of service up to and including its local loop demarcation point on the customer's premises. The connection of customer-provided equipment shall be on a Company-provided standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations.

The customer is responsible for testing his or her equipment or facilities to ensure that when they are connected to PRI, such equipment or facilities are operating properly. All customer-provided equipment used to interface with PRI is required to conform with the Technical Reference Specifications found in the Switch Vendors' Technical References.

9. Violations of Regulations

See Section 2.

10. Customer Responsibilities

PRI is available for use in connection with terminal equipment provided by the customer. The operating characteristics of such equipment or systems and its programming shall be such as not to interfere with any of the services offered by the Company. Such use is subject to further provisions that the equipment provided by the customer 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 Company's facilities or otherwise injure the public in its use of Company services.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions

10. Customer Responsibilities (Continued)

Upon notice from the Company that the equipment provided by a customer is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

The customer shall be responsible for:

Compatibility of the connected terminal equipment;

Providing switch translations appropriate to the particular CPE. If the customer cannot provide a translation, or if the one provided does not work, time in excess of six (6) hours required to provide properly- functioning service will be billed at the rate specified in Section B.3.a. The charge for this additional time is supplemental to the normal installation charge;

Where a customer elects to connect a customer-provided communications system to PRI, the customer shall be responsible for:

Compatibility of the connected communications system;

Testing, sectionalization and clearance of trouble conditions or service difficulties to his or her communications system which is connected to PRI.

All signals generated by customer-provided terminal equipment must meet signal and format standards as described in the switch vendor's technical references;

Placing all orders and payment of all charges for service(s) offered herein; and

Compliance with Company regulations.

SERVICES

A. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

11. Company Responsibilities

Liability

Provisions concerning limitations of liability are set forth in Section 2.

The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Company shall be responsible only up to and including its local loop demarcation point and shall not be responsible for:

The through transmission of signals generated by such equipment the or systems, or for the quality of, or defects in, such transmission;

the reception of signals by such equipment or system; or

damage to terminal equipment or communications systems provided by a customer due to testing.

SERVICES

B. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

12. Payments And Charges For Service

Change Charges

PRI Change Charge

Changes Within Same Central Office .If the customer requests a change in location within the same central office or requests that the PRI interface be connected to different customer premise equipment, but not both, the PRI Change Charge will apply. As with an initial installation, if the customer cannot provide an appropriate switch translation, time in excess of six hours required to provide properly functioning service will be billed at the rate specified in Section 3.B.3. The charge for moves applies per PRI interface.

Moves to Different Serving Office .New installation charges apply to all customers who move their PRI service to a location served by a different serving central office.

PRI Conversion Charge

The PRI Conversion Charge will apply when the customer converts the configuration of one or more PRI interfaces by adding or deleting D channels or changing between Basic and Fractional PRI. The initial charge will apply for the first PRI interface so converted with an additional amount being charged for each additional interface within the same CLLI (Common Language Location Identifier) converted.

Service Customization

PRI serving arrangements can be customized to fit particular customer needs. Customers will be billed time and materials at the rate specified in Section B.3.

Fractional PRI – Additional Channels

Customers may add or delete Fractional PRI channels at the rate in Section B.3.a. The rate applies per occurrence. For example, in one customer request that three channels be added, the rate would be applied once.

SERVICES

B. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions (Continued)

13. Basic PRI Term Discount Plans

Basic PRI ISDN is offered under a term discount plan that allows customers to select a fixed term of service of 12, 24, or 36-months. Discounts are available depending on the term of service commitment and the number of PRI interfaces. (Section B.3.)

A subsequent order to add additional Basic PRI interfaces may be for either one of the fixed terms of service specified above or for the remainder of the customer's existing fixed-period service agreement. The applicable discount will be determined based on the service period commitment for the additional PRI.

14. Fractional PRI Term Discount Plans

Fractional PRI ISDN is offered under a term discount plan that allows customers to select a fixed term of service of 12, 24, or 36-months. Discounts are based upon the term of service commitment for 7B+1D, or 11B+1D, as are the additional channels. Under the term discount plans, customers may delete channels without incurring a termination liability so long as the number of channels are not reduced below the initial number of Frac-PRI channels in the term of service commitment.

A subsequent order to add Frac-PRI channels to an existing Frac-PRI term of service must be for a fixed period of twelve, twenty-four, or thirty –six months, or for the remainder of the customer's existing fixed period service agreement.

Customers who add channels under the Frac-PRI term of service agreement will be charged the applicable channel rates based on the customer's term of service agreement.

SERVICES

B. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions

15. Termination, Changes And Renewals

Full Termination

If a customer discontinues the entire Basic or Fractional PRI ISDN service within the contract period currently in effect, termination charges will apply. Such charges will be calculated as follows:

A customer who agrees to a term commitment and receives the specified discount but cancels PRI service before the end of the term commitment will be required to pay the difference between what the customer would have paid for the term and what the customer actually paid, plus a 10.5% finance charge, compounded annually. For example, if a customer agrees to a five-year commitment and cancels service after three years, the Company will charge the customer the difference between the five-year rate and the three-year rate for three years, plus a 10.5% finance charge; or the remainder of the contractual obligation, whichever is less.

A customer who signs a term of service commitment, but discontinues service before the completion of one year of the agreed upon term, must pay back all waived nonrecurring charges.

Partial Termination - Equipment Moves

Termination Charges are not applicable to changes in the physical location of any of the customer's ISDN services. However, Service Order Charges, PRI Move Charges, PRI Change Charges and Installation Charges, as appropriate, will apply to all changes in the physical location of the customer's service.

Waiver Of Termination Charges

The customer may replace its PRI service with another mutually-agreed-upon Company service without being subject to the termination provisions described above.

Changes

Service Order Charges for PRI ISDN will not apply when customers extend the length of their contract period, or change from the month-to-month rate plan to a 12, 24, or 36-month contract.

SERVICES

B. LOCAL ACCESS

2. Primary Rate Interface (PRI)

b. Terms and Conditions

15. Termination, Changes And Renewals (continued)

Renewal Options

Customers may enter into a new fixed-term agreement that extends the term commitment beyond their existing fixed-term agreement at any time with no termination penalty. The renewed contract becomes effective upon execution.

Upon expiration of a contract term, service may be continued at the month-to-month rate plan pursuant to the terms and conditions of this section. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any Termination Liability. At any time, the month-to-month customer may elect any contract option currently in effect.

Service Order Charges for PRI ISDN do not apply to renewals of term commitments by the same customer with no changes to service configuration or location.

SERVICESB. LOCAL ACCESS3. Air Mileage Chart

Wire

Center	NWC	ELM	FRWC	CWC	EWC	WWC	SWC	RCWC	IBWC	GIRD	OMWC
NWC	0	5	10	2	5	4	5	9	22	31	8
ELM	5	0	6	6	5	9	9	13	24	33	11
FRWC	10	6	0	10	6	13	12	13	22	29	12
CWC	2	6	10	0	5	3	4	8	21	30	6
EWC	5	5	6	5	0	8	7	8	20	28	7
WWC	4	9	13	3	8	0	4	8	21	31	7
SWC	5	9	12	4	7	4	0	5	18	28	4
RCWC	9	13	13	8	8	8	5	0	13	23	2
IBWC	22	24	22	21	20	21	18	13	0	11	15
GIRD	31	33	29	30	28	31	28	23	11	0	24
OMWC	8	11	12	6	7	7	4	2	15	24	0

Based on V&H coordinates utilized by the National Exchange Carrier Association Tariff No. 4.

SERVICESC. BUSINESS APPLICATIONS1. Direct Inward Dialing (DID) Servicea. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Each block of 100 numbers or part thereof	\$65.00	
DID Feature (per trunk)	\$3.85	
Did Retranslation/Intercept Services		
Retranslation of each 100 Numbers block or part thereof	\$6.45	\$960.00
Intercept of each 100 Number Block or part there	\$6.45	\$960.00

b. Terms and Conditions

This service is provided in conjunction with Business Complex or Business Complex Premium service. A minimum of four (4) Business complex or Business Complex Premium trunks is required. The associated rates, as indicated in Section B.1. apply in addition to the rates shown here. The charge for blocks of DID numbers is applicable to DSS.

This service is provided to connect the facilities installed for PBX subscribers with the exchange and toll facilities of the Utility.

DID service is offered as an add-on feature in conjunction with Business Complex and/or Business Complex Premium service as described in Section B.1. Rates for DID service are found in Section C.1

DID service is subject to a charge for each sequential block of 100 numbers or part thereof, assigned to directly access stations through PBX facilities installed for the subscriber.

SERVICESC. BUSINESS APPLICATIONS1. Direct Inward Dialing (DID) Serviceb. Terms and Conditions (Continued)

The subscriber shall, in addition to a minimum requirement of four (4) Business Complex or Business Complex Premium trunks, equip such additional trunks as may be required to maintain at least an objective grade of service of P.01, as determined by periodic traffic studies conducted by the Utility. If the Utility determines that the subscriber exceeds an objective grade of service of P.05 during ten or more business days during a consecutive ninety (90) day period based on Utility traffic studies, the Utility will send written notice to the subscriber. The notice will specify the number of additional trunks necessary to maintain the required objective grade of service and the date on which the subscriber's DID service may be disconnected if the required number of trunks is not added. The disconnect date will not be less than ninety (90) days from the date the notice is sent to the subscriber. If the subscriber fails to add the required trunks on or before the disconnect date, the subscriber's DID service may be disconnected without further notice.

If the Utility determines that a subscriber has more Business Complex or Business Complex Premium trunks that are necessary to maintain the required objective grade of service based on Utility traffic studies conducted over a period of ninety (90) consecutive days, the Utility will send a written notice to the subscriber. The notice will specify the number of trunks necessary to maintain the required objective grade of service.

The connected PBX must have all working station numbers correspond with the numbers within the block, or blocks, of 100 numbers assigned by the Utility. However, after written application the Utility will grant an exception to this requirement where one or more blocks of 100 numbers in the PBX are dedicated solely for the use of transient persons who are neither employees of, nor directly or indirectly compensated, by the customer.

Availability of DID service is limited to the availability of central office facilities and compatible number blocks.

SERVICES

C. BUSINESS APPLICATIONS

1. Direct Inward Dialing (DID) Service

b. Terms and Conditions (Continued)

DID Retranslation/Intercept Service

This service is provided to retranslate or intercept a DID 100 numbers block.

DID retranslation or intercept is subject to charge for each block of 100 numbers, or part thereof, assigned to directly access stations through PBX facilities installed for the subscriber.

Monthly rates for retranslation and intercept will be charged in addition to the DID rates found in Section C.1.

DID Retranslation: A DID 100 numbers block, or part thereof, will be retranslated routing a particular DID number(s) to a different number(s) in the same wire center or to an alternate wire center within ACS's exchange area and then to the customer.

DID Intercept: A DID 100 numbers block, or part thereof, will be retranslated routing a particular DID number(s) to a live operator or to a recorded message.

SERVICESC. BUSINESS APPLICATIONS2. Hunt Group Featuresa. Rates

	<u>Monthly Rate</u>
Directory Number Hunting	\$8.25
Circular Hunting	\$1.60
Multi-line Hunting	\$2.60
Distributed Line Hunting	\$3.60
Line Hunt Overflow to a Directory Number	\$1.60
Stop Hunt	\$1.60
Bridged Night Number	\$1.60

b. Terms and Conditions

Line Hunting provides a means of searching numbers to find an idle line. This service applies to a group of individual Business Complex lines (usually for the same subscriber) or trunks.

Hunting Group features are offered to Utility customers subject to the availability of facilities and are subject to compatibility with other optional features.

Directory Number Hunting

Directory Number Hunting provides sequential hunting of hunt group numbers for an idle line when the main directory listed number is busy. Each line in this hunt group has its own unique directory number, which allows direct calling and identifies toll calls.

If the main directory listed number is not dialed, hunting begins with the number dialed and ends with the last number in the hunt group. Call Forward Group Don't Answer is an optional feature with this package.

SERVICES

C. BUSINESS APPLICATIONS

3. Hunt Group Features

b. Terms and Conditions (Continued)

Circular Hunting

The Circular Hunting feature is an enhancement to Directory Number Hunting allowing all lines in a hunt group to be hunted in sequential order regardless of the starting point. If the last number in the hunt group is busy, the feature returns to the pilot number and will continue until an idle line is located or to the hunt starting point.

Multi-Line Hunting

This hunting group feature is assigned to one directory number assigned to receive incoming calls for a group of lines. Hunting starts from the pilot number and hunts in a sequential manner to the last line in the group looking for an idle line. If none is found the caller will receive a busy signal. Call Forward Group Don't Answer is an optional feature with this package.

Distributed Line Hunting

Distributed Line Hunting allows rotation of the order in which incoming calls are processed. All incoming calls go first to the listed directory number. The feature will then route a call to the subsequent line that last received an incoming call. If this line is busy, Distributed Line Hunting will continue to hunt until it reaches an idle line or the hunt starting point resulting in a busy signal. Call Forward Group Don't Answer is an optional feature with this package.

Line Hunt Overflow to a Directory Number

Line Hunt Overflow is added to a Directory Number Hunting, Multi-line Hunting or Distributed Line Hunting group to allow calls to continue to another specified directory number on the customer's premise if all lines in the hunt group are busy.

Stop Hunt

Stop Hunt is added to a Directory Number Hunting, Multi-line Hunting or Distributed Line Hunting group. This feature provides cancellation of hunting activated by an external key at the customer's premise. The cancellation may be simultaneously assigned to one, several, or all lines within the hunt group.

Bridged Night Number

Bridged Night Number permits an additional 7-digit number to be assigned to a multi-line hunt group without additional facilities. An incoming call on the bridged number is recognized by a lighted indicator other than the pilot number indicator.

SERVICESC. BUSINESS APPLICATIONS4. Digital Subscriber Servicea. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Per trunk	\$21.75	\$31.45
Initial Service Order Nonrecurring Charge		\$843.00
Subsequent Service Order Nonrecurring Charge		\$200.00

Non-recurring charges are waived for customers who enroll in a term of service commitment pursuant to Section C.4.

The non-recurring charge for a 1.544 Mbps Channel Termination is waived and customers receive a 20% discount on monthly recurring rates when obtained in conjunction with DSS Service and a term of service commitment pursuant to Section C.4.

b. Terms and Conditions

Digital Subscriber Service (“DSS”) is a direct digital connection between TALD switching network and a customer designated premise. This service will allow one-way or two-way Direct Inward Dial (“DID”) (the charge for blocks of DID numbers to be used with DID functionality, is found in Section C.1. and applies in addition to DSS charges), Direct Outward Dial (“DOD”), and one-way or two-way Wide Area Telephone Service (“WATS”) applications. DSS utilizes High Capacity service as described in Section E.2. The rates and charges for High Capacity Service, as found in Section E.2. apply in addition to the rates and charges found at Section C.4.

SERVICES

C. BUSINESS APPLICATIONS

4. Digital Subscriber Service

b. Terms and Conditions (Continued)

General

Term Discount Plans (“TDP”) are available to customers who elect to enroll in this plan and are subject to the following conditions:

A customer must commit to a Term of Service of one, two, three, or five years. The term of the TDP will commence on the first day of acceptance of the customer’s enrollment in the TDP. Upon expiration of the term, the customer will automatically be enrolled in a new one-year TDP unless the customer specifies otherwise to the Company in writing. Notice must be received by the Company no less than thirty days prior to the expiration of the original TDP.

Service Upgrade

If the Utility elects to substitute a customer’s DSS service to a mutually agreed upon service, provided by the Utility, then the customer is not subject to the termination provisions outlined in Section C.4.

Early Termination Charges

If a fixed period agreement is terminated prior to the end of the period, the customer is responsible for reimbursing the Company the difference between the rates actually charged and the rates that would have been charged, had the actual period been the original service period. For example, if a customer agrees to a five year term and cancels after three years, the Company will charge the customer the difference between the five year rate and the three year rate for three years.

SERVICESC. BUSINESS APPLICATIONS4. Digital Subscriber Serviceb. Terms and Conditions (Continued)

Discounts

The following discounts are available and apply to monthly recurring Digital Subscriber Service Trunks.

Term of Service

1 Year	2 Years	3 Years	5 Years
16.0%	22.0%	27.5%	31.0%

TALD will waive the monthly recurring charges in Section C.1. for Direct Inward Dial (“DID”) service for customers signing a Term of Service commitment. In addition, customers receive a 20% discount on the monthly recurring rates listed in Section E.2. for a High Capacity 1.544 Mbps Channel Termination.

Non-Recurring Charges

Non-recurring charges are waived for customers who enroll in a term of service commitment. A customer who has ordered a term of service commitment but who discontinues service before expiration of the agreed upon term must pay a termination liability equal to a percentage of the Initial and Additional Non-recurring Charges waived pursuant to the schedule below.

<u>If customer</u>	<u>Termination</u>
<u>Terminates within:</u>	<u>Liability</u>
1 year	100%
2 years	75%
3 years	50%
5 years	25%

SERVICES

C. BUSINESS APPLICATIONS

4. Digital Subscriber Service (Continued)

c. Service Guarantee

TALD will achieve a Network Availability Time of 99 percent. Network Availability Time is measured as the total number of minutes in a calendar month during which core network DSS routes are available to exchange data between the two network infrastructure node end points, divided by the total number of minutes in a calendar month.

For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs TALD of the problem and ends on the date of service restoration. For the purposes of this measurement, the DSS route is measured from infrastructure port to infrastructure port, and does not include customer premises equipment.

Network Availability Time measurements do not include down times resulting in whole or in part from one or more of the following causes:

Any act of omission on vendors;
Scheduled maintenance,
Labor strikes; and
Natural disaster.

Network Availability Time is calculated as follows:

Monthly Network Availability Time

Total minutes of DSS downtime per month

Total number of DSS trunks*days in month*24 Hours*60 minutes

SERVICES

C. BUSINESS APPLICATIONS

4. Digital Subscriber Service

c. Service Guarantee (Continued)

In any month in which TALD does not meet its committed Guarantee, the customer will receive credit as follows:

If the Utility is unable to satisfy the committed Network Availability Time for two consecutive months, the Utility will provide a credit equal to 5 percent of the fixed rate for all trunk charges for each of the two months.

If the Utility is unable to satisfy the committed Network Availability Time for three consecutive months, the Utility will provide credits for the first two months as specified above plus a credit equal to 10 percent of the fixed rate for all trunk charges for the third month.

If the Utility is unable to satisfy the committed Network Availability Time for four consecutive months, the Utility will provide credits for the first three months as specified above plus a credit equal to 10 percent of the fixed rate for all trunk charges for the fourth month.

If the Utility is unable to satisfy the committed Network Availability Time for five consecutive months, the Utility will provide credits for the first four months as specified above plus a credit equal to 15 percent of the fixed rate for all trunk charges for the fifth month.

If TALD is unable to satisfy the committed Network Availability Time for six consecutive months, TALD will provide credits for the first five months as specified above. In addition, the customer may: (1) discontinue DSS Service without liability, except for charges incurred prior to the discontinuance; or (2) receive a credit equal to 15 percent of the fixed rate for all trunk charges for the sixth month. Customers opting for (I) must provide written notice to TALD of their intent to discontinue no later than 30 days following the conclusion of the sixth month.

SERVICES

C. BUSINESS APPLICATIONS

5. Preferred Partner Plan

a. Rates

Business customers who enroll in a one (1) year term of service agreement will receive a discount beginning with their first full month of service after enrollment equal to 10% of their eligible local regulated monthly recurring charges. Customers who enroll in a two (2) year term of service commitment will receive a discount beginning with their first full month of service after enrollment equal to 15% of their eligible regulated monthly recurring charges; and those signing a three (3) year term of service commitment will receive a discount beginning with their first full month of service after enrollment equal to 20% of their eligible regulated monthly recurring charges.

b. Terms and Conditions

Business customers will receive a credit on their local service account for each month of the commitment period.

The plan credit is applied to the local regulated monthly recurring charges for those business services listed in Sections B.1, C, and D, before any taxes, and non-recurring charges. Unless otherwise specified, this plan may not be combined with any promotion.

Eligibility

Business customers who enroll in a one, two, or three year term of service commitment, and do not switch any portion of their local service to another provider, block service, or discontinue their service during the period covered by their term of service commitment, qualify for this plan.

SERVICES

C. BUSINESS APPLICATIONS

5. Preferred Partner Plan

b. Terms and Conditions (Continued)

Termination Liability

A customer who has ordered a term of service commitment but discontinues service before expiration of the agreed upon term must pay back all discounts received under this plan.

The termination charges described in Section C.5.b shall apply:

If the customer terminates their term of service agreement;

If the Company terminates the agreement for cause;

If the customer discontinues service(s) or feature(s) so that the continuing charges are less than seventy percent (70%) of the total monthly recurring charges per location.

If the customer terminates their term of service agreement before installation of service, the customer shall pay those reasonable costs incurred by the Company through the date of termination.

The customer may discontinue a term of service commitment prior to the expiration of the applicable term without liability when the customer notifies the Company that the customer no longer does business within the Company's Certificated Serving Area.

Telephone number changes for the same business in the same or different location will result in a transfer of the term commitment agreement to the new telephone number.

SERVICESD. CUSTOM CALLING FEATURES1. Custom Calling Features (CCF)a. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
For Section D.1, refer to Section D.1.a. for applicable nonrecurring charges.		
Call Forwarding, each line	\$4.00	
Call Forward Deluxe, each line (Not Packageable)	\$7.15	
Call Forward Busy Line per line	\$4.00	
Call Forward Don't Answer per line	\$4.00	
Fixed Call Forwarding per line	\$4.00	
Three-way Calling per line	\$4.85	
Speed Calling: Thirty Code Capacity per line	\$5.30	
Enhanced Call Waiting per line	\$4.00	
Denied Originating Service per line	\$4.00	
Denied Terminating Service per line	\$4.00	
Intercom	\$4.00	

SERVICESD. CUSTOM CALLING FEATURES1. Custom Calling Features (CCF)a. Rates (Continued)

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
Dial-Up Data Line Enhancements		
No Double Connection	\$1.85	
No Line Insulation Test	\$1.85	
Cutoff on Disconnect	\$1.85	
Automatic Intercept per line or trunk	\$3.25	
Remote Call Forwarding	\$9.35	
Automatic Line	\$9.35	
Distinctive Ring –per secondary directory number	\$4.10	
Message Waiting Indication - Visual Per Line	\$1.20	
Enhanced Busy Call Return (“EBCR”)		
EBCR Service-Per Call	\$0.95	
EBCR Service-Deny	\$0.00	*

*Feature Activation charges apply to EBCR-Deny pursuant to Section D.1.a.

SERVICESD. CUSTOM CALLING FEATURES1. Custom Calling Features (CCF)a. Rates (Continued)

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
If custom calling features are ordered in a package of two or more, with the exception of hunting groups, the following package rates apply		
Basic Custom Calling Package		
Basic Package of two Custom Calling Features	\$6.95	
Basic Package of three Custom Calling Features	\$9.75	
Feature Activation Charge		
One charge applies per customer request to add or modify a custom calling service, and to restore toll service, including access to 900 toll and local directory assistance, with which a Service Order Charge is not already associated.		\$12.40
One (1) Feature Activation Charge applies per customer request, per line, to add or modify a custom calling service, Message Waiting Indication-Visual, and Enhanced Busy Call Return, with which a Service Order Charge is not already associated.		\$12.40

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF) (Continued)

b. CCF Services

Custom Calling Services are optional telephone service arrangements. Subscribers to Call Forwarding, Call Forward Deluxe, Call Forward Busy Line, Call Forward Don't Answer, and Fixed Call Forwarding are responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. One or more of the following features are provided:

Call Forwarding

Allows a customer to automatically transfer all incoming calls, during the period of time this feature is activated, to any other telephone number. The customer activates and cancels Call Forwarding as required.

Call Forward Busy Line

Forwards incoming calls to another (pre-designated) destination when the called line is busy. The subscriber can continue a conversation while incoming calls are answered elsewhere.

Call Forward Deluxe

Allows the customer to activate and deactivate the Call Forwarding feature as described above and to change the forwarded to number from a location other than where the service is located.

Call Forward Don't Answer

Forwards all incoming calls to another (pre-designated) number if the called number is not answered after a specified number of rings. The called station rings normally until the incoming call has been forwarded.

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF)

b. CCF Services (Continued)

Fixed Call Forwarding

Provides for the automatic routing of incoming calls to any designated telephone number. The designated telephone number is programmed by the Utility and can only be changed by a Feature Activation Charge. The customer activates and deactivates Fixed Call Forward as required.

Three-way Calling

Enables a customer to add a third party, local or long distance, to an established connection without operator assistance.

Speed Calling

This provides for the calling of any telephone number by dialing a 1-or 2-digit code. Speed Calling is available in 30 number capacity.

Enhanced Call Waiting

Alerts a customer talking on the telephone that a call is waiting. The customer can “hold” the first call while the second is answered. The customer can alternate between calls. Enhanced Call Waiting also allows the customer to cancel the call waiting function for the duration of the one call.

Denied Originating Service

Allows a customer to assign to any line the condition that the customer may receive calls only.

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF)

b. CCF Services (Continued)

Denied Terminating Service

Allows a customer to assign to any line the condition that the customer may originate calls only.

Intercom

Allows single line residential or business customers to signal between stations where there is a primary station with additional station(s) connected to it.

Dial-Up Data Line Enhancements

Dial-up Data Line Enhancements provide protection from interruption for analog data transmission over individual lines or PBX direct outward dial trunks.

Dial-up Data Line Enhancements are offered to Utility customers subject to the availability of facilities and must be compatible with other optional features.

No Double Connection (NDC) is available for lines, which are not to be connected to a verification or test circuit when the line is busy. NDC lines cannot be assigned call waiting, call transfer, or conference features which prevents the user from calling up a data base and transferring the-call (and access to the data base) to another line.

No Line Insulation Test (NLT) is available for lines, which are to be skipped by the automatic line insulation test program.

Cutoff on Disconnect (COD) is available for data lines or answering computer lines requiring the cutoff relay to activate on disconnect. (The cutoff relay disconnects a subscriber loop from the line circuits of the switching system.)

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF)

b. CCF Services (Continued)

Automatic Intercept

Automatic Intercept routes the calling party to a recorded message, which provides the caller the new or changed telephone number of a Utility customer.

Individual business simple, business complex, and business complex premium lines and trunks will be routed to the Telephone Utility provided Automatic Intercept at no charge for a period of sixty (60) days when a Utility customer relocates within the Utility's serving area.

Automatic Intercept may be continued after the sixty-(60) day interval at the monthly rate.

Remote Call Forwarding

Provides for the automatic routing of incoming calls to any designated telephone number. The designated telephone number is programmed by the Telephone Utility and service activation and deactivation can only be changed by a Feature Activation Charge. Remote Call Forwarding can be programmed to allow the simultaneous processing of calls not to exceed the capacity on the terminating end.

Automatic Line

When going off-hook, the calling station is automatically connected to a designated telephone number without dialing. The designated telephone number is programmed by the Telephone Utility and can only be changed by service order.

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF)

b. CCF Services (Continued)

Distinctive Ring

Provides multiple directory numbers to one line. One Primary Directory Number and up to three Secondary Directory Numbers can be assigned, with different ringing patterns identifying the number being called. The Distinctive Ring monthly charge is applied to each Secondary Directory Number assigned. The designated telephone numbers are programmed by the Telephone Utility and service activation and modification can only be changed by a Feature Activation Charge. This service is available to business simple lines.

Enhanced Busy Call Return (“EBCR”)

Enhanced Busy Call Return (“EBCR”) is a service provided to all customers, except as noted in Section D.1.b EBCR allows callers to automatically redial the last party called if that party’s line was busy.

The service operates as follows: A caller calls a telephone number that is busy. EBCR detects the busy condition and plays an announcement offering the calling party automatic call back service. If the caller indicates their acceptance of the service, EBCR monitors the line of the called party for up to 30 minutes. The calling party is called back when the called party’s line is no longer busy. When the called party’s line is idle, the feature provides the caller with a distinctive ring. This is the caller’s queue that the called party’s line is now free. When the caller picks up the phone EBCR automatically calls the party back.

Charges for the service are on a per call basis and will be itemized on the customer’s monthly bill.

The calling party is responsible for any toll charges.

“EBCR Deny” prevents callers from accessing the EBCR service. Customers may request EBCR-Deny service at no charge one time only. Subsequent requests to restore EBCR and EBCR-deny will incur charges pursuant to Section D.1.a.

EBCR service is available only where billing and network capability exists.

SERVICES

D. CUSTOM CALLING FEATURES

1. Custom Calling Features (CCF)

b. CCF Services (Continued)

Limitations

The service is not available for the following classes of service call categories:

Private Pay Telephones

Centrex

The charges specified in D.1.a are applicable to all subscribers.

Chargeable Calls - For charging purposes, EBCR service is chargeable when the acceptance key is activated by the customer. The service includes monitoring the called party's line for up to 30 minutes.

Message Waiting Indication - Visual ("MWI-V")

Message Waiting Indication - Visual provides a visual indication that voice mail messages have been received.

MWI-V functionality requires that the customer's voice mail provider subscribe to SMDI service.

MWI-V is offered to Utility customers subject to the voice mail provider's network constraints.

The MWI-V customer is responsible for customer premise equipment capable of providing a visual display such as a lighted lamp.

SERVICESD. CUSTOM CALLING FEATURES2. Enhanced Custom Calling Features (ECCF)a. Rates

	Monthly <u>Rate</u>	Non-Recurring <u>Charge</u>
Anonymous Call Rejection	\$4.15	
Call block - Per Line	\$0.00	
Call block - Per Line is available upon request. The first request is provided at no charge. A Feature Activation Charge will apply for subsequent requests. See below for additional information.		
Caller ID	\$7.50	
Call Block - Per Call is available on all lines at no charge. Refer to Section D.2.b.		
Caller ID with Anonymous Call Rejection	\$8.25	
Spontaneous Call Waiting Caller ID	\$2.35	
Continuous Redial	\$4.60	
Last Call Return	\$4.60	
One (1) Feature Activation Charge applies per customer request, per line, to add or modify a custom calling service, Message Waiting Indication-Visual, and Enhanced Busy Call Return, with which a Service Order Charge is not already associated.		\$12.40

SERVICES

D. CUSTOM CALLING FEATURES

2. Enhanced Custom Calling Features (ECCF)

b. Terms and Conditions

Enhanced Custom Calling Features are line side services and are available to business simple and business complex customers in central office switches having the generic capability to offer Enhanced Customer Calling Features. Enhanced Custom Calling Features may or may not be available for business complex service on a trunk side service such as DSS. Customers are required to test their customer premise equipment for service functionality.

These rates are in addition to all other rates and charges for business telephone service.

Enhanced Custom Calling Features are provided subject to the availability of facilities and limitations of customer premise equipment. These features will operate only on calls originating and terminating within an Enhanced Custom Calling Feature service office, or similarly equipped offices of interconnecting local telephone companies.

All names and numbers, with the exception of customers who initiate Call Block - Per Call or maintain active Call Block - Per Line, will be delivered (subject to technical limitations) to customers subscribing to Caller ID.

Except for willful misconduct or gross negligence of the Utility, each customer releases, indemnifies and holds harmless the Utility, its employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, 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, arising out of the use of an Enhanced Custom Calling Feature.

Customers of Caller ID may not, without permission of the calling party, publicize or disclose to third parties name and telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services.

SERVICES

D. CUSTOM CALLING FEATURES

2. Enhanced Custom Calling Features (ECCF)

b. Terms and Conditions (Continued)

1. Features

Anonymous Call Rejection

Anonymous Call Rejection allows subscribers with or without Caller ID to reject calls for which calling name and number have been intentionally blocked. Only calls for which the information has been blocked are rejected;

If the calling name/number is not available due to technical reasons, the receiving customer's equipment (if customer has Caller ID) shows a message indicating the unavailability of the calling information.

Rejected calls are sent to a recorded announcement provided by the Utility. Anonymous Call Rejection can be overridden by an operator in case of an emergency.

Caller ID

Caller ID provides the subscriber with the directory name associated with the telephone number of an incoming call before answering. After the first ring, the central office sends the name and number information of the calling party as well as the current month, day, hour and minute. If the calling party has designated a call as private (pursuant to Call Block) the calling name and number will not be displayed. Long distance calls from outside the Utility's service area or miscellaneous calls (including cellular) may be shown on the display device as "Out of Area" or "Unknown Caller" and blocked calls will be shown as "Private Caller" depending on customer premise equipment.

Caller ID requires a telephone set or a separate display unit capable of recognizing and displaying the calling name and telephone number sent from the central office.

SERVICES

D. CUSTOM CALLING FEATURES

2. Enhanced Custom Calling Features (ECCF)

b. Terms and Conditions

1. Features (Continued)

Caller ID (Continued)

Caller ID is not available on operator handled calls. If the incoming call originates from a multi-line hunt group, the name and telephone number information transmitted will be associated with the main number in the hunt group, unless facilities permit the lines within the group to be telephone number identified.

If the incoming call originated from a Private Pay Telephone, the name information transmitted will always be "Pay Phone".

Spontaneous Call Waiting Caller ID ("SCWID") - A subscriber may view the truncated main directory name and telephone number of an incoming Call Waiting call before answering. SCWID requires a telephone set or a separate display unit capable of recognizing and displaying the Call Waiting calling telephone number sent from the central office. Regular Caller ID equipment will not recognize the SCWID call. Terms and conditions in this section apply to SCWID. Refer to Section 3.D.2.a. for rates.

Call Block - Per Call is automatically included with the provision of telephone service for all residential, business simple, and line side business complex customers. Before placing an outgoing telephone call, a customer may designate their number as private and prevent delivery to a called party using Caller ID. On a per call basis, the customer first dials the Call Block - Per Call activation code of *67 (or 1167 on rotary or pulse-dialing phones) which prevents their name and telephone number from being displayed.

Call Block - Per Line is available, upon request, for all residential, business simple, and line side business complex customers. On a per call basis, the customer may dial the per call un-blocking code of *82 (or 1182 for rotary or pulse dialing phones) which allows delivery of their name and telephone number to a called party using Caller ID.

SERVICES

D. CUSTOM CALLING FEATURES

2. Enhanced Custom Calling Features (ECCF)

b. Terms and Conditions

1. Features (Continued)

Continuous Redial

By dialing the Continuous Redial activation code of *66 (or 1166 on rotary or pulse-dialing phones), the Continuous Redial subscriber directs the central office to place a call to the telephone number of the last outgoing call from their telephone. The central office will redial the telephone number whether or not the original call was answered, unanswered or busy.

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

Continuous Redial is available only within the local calling area.

Last Call Return

By dialing the Last Call Return activation code of *69 (or 1169 on rotary or pulse-dialed phones), the subscriber directs the central office to recall the telephone number of the last incoming call to his telephone. The subscriber can return a call without knowing the telephone number of the calling party.

This feature is not available on operator handled calls. The Utility will call return all numbers, except blocked calls, subject to technical limitations, including long distance numbers. The customer is responsible for toll charges incurred as a result of Last Call Return.

If the incoming call is from a caller served by a line side PBX, only the main number of the PBX is transmitted and available for Last Call Return. If the incoming call is from a caller served on a trunk side basis, the call may or may not be available for Last Call Return. If the incoming call originates from a multi-line hunt group, the telephone number called back will always be the main number of the hunt group, unless facilities permit the telephone numbers to be identified within the group.

SERVICESD. CUSTOM CALLING FEATURES3. Toll Restrictiona. Rates

	<u>Monthly</u> <u>Rate</u>	<u>Non-Recurring</u> <u>Charge</u>
Toll Restriction	\$4.10	
Restricted Sent Paid	\$4.60	
900 Toll Service Deny	\$0.00	
Feature Activation Charge		
One charge applies per customer request to add or modify a custom calling service, and to restore toll service, including access to 900 toll and local directory assistance, with which a Service Order Charge is not already associated.		\$12.40

3. SERVICES

D. CUSTOM CALLING FEATURES

3. Toll Restriction (Continued)

b. Terms and Conditions

Toll Restriction prevents access to the toll network. Attempted calls from lines equipped with Toll Denial or Interstate Only Toll Denial will be routed to a Telephone Utility provided intercept announcement or tone. Calls from lines equipped with Restricted Sent Paid will be routed to a long distance operator. These services are available only on local individual residence and business lines. These services are provided only where facilities and operating conditions permit. Provision of toll restriction does not alleviate customers' responsibility for completed toll calls.

Three types of toll restriction are available:

Toll Denial

At the request of the end user, the Telephone Utility will restrict the end user's line from originating all long distance calls. The end user may receive incoming long distance calls.

Restricted Sent Paid

At the request of the end user, the Telephone Utility will route all calls other than 800 or local service to a toll operator for service authorization and billing identification. RSP is provided in conjunction with a customer's presubscribed- interexchange carrier (IXC). Additional IXC charges may apply.

900 Toll Service Deny

At the request of the end user, the Telephone Utility will restrict the end user's line from accessing any 900 Service.

The end user will have access to 911 Emergency Services.

SERVICESD. CUSTOM CALLING FEATURES4. Centrex Type Featuresa. Rates

	Monthly <u>Rate</u>	Non-Recurring <u>Charge</u>
Call Transfer	\$3.50	\$13.20
Network Speed Call	\$3.50	\$13.20
Meet Me Conference	\$3.50	\$13.20

b. Terms and Conditions

The following features are provided to customers requesting Centrex type functionality. They are provided in conjunction with Business Complex Premium service as described in Section 3.B.1.

Call Transfer

This feature allows a station to hold and transfer incoming, outgoing, and intragroup calls.

Network Speed Calling

This feature allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed calling code, instead of dialing all digits of the desired number.

Meet-Me Conference

This feature allows the customer to establish a conference bridge. Conferees can be connected by dialing a directory number at a specified time.

SERVICESE. PRIVATE LINE1. Digital Data Service (DD)a. Rates

	<u>Monthly Rate</u>	<u>Non recurring Charge</u>
Channel Termination Per Termination		
2.4 kbps	\$30.60	\$298.35
4.8 kbps	\$30.60	\$298.35
9.6 kbps	\$30.60	\$298.35
19.2 kbps	\$30.60	\$298.35
56.0 kbps	\$30.60	\$298.35
64.0 kbps	\$30.60	\$298.35
Channel Mileage		
Channel Mileage Facility Per Mile		
2.4 kbps	\$3.95	
4.8 kbps	\$4.25	
9.6 kbps	\$3.95	
19.2 kbps	\$4.95	
56.0 kbps	\$7.85	
64.0 kbps	\$8.90	
Channel Mileage Termination Per Termination		
2.4 kbps	\$19.60	
4.8 kbps	\$19.60	
9.6 kbps	\$19.60	
19.2 kbps	\$25.20	
56.0 kbps	\$39.35	
64.0 kbps	\$45.10	
Optional Features and Functions		
Bridging per port	\$5.75	

SERVICES

E. PRIVATE LINE

1. Digital Data Service (DD) (Continued)

b. Terms and Conditions

Terms and conditions Section A. applies to Digital Data Service.

Basic Channel Description - Digital Data Channel

A Digital Data channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2, 56.0, or 64.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides a synchronous service with timing provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream. Digital Data channels are only available via Telephone Company designated hubs and are provided between customer designated premises or between a customer designated premises and a Telephone Company hub or hubs.

The customer may provide the Channel Service Unit-type equipment or other Network Channel Terminating Equipment associated with the Digital Data channel at the customer premises.

The Telephone Company will provide a channel capable of meeting a monthly average performance equal to or greater than 99.875% error-free seconds (if provided through a Digital Data hub) while the channel is in service, if it is measured through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62310.

Rates and charges for Special Access Digital Data Service are set forth in Section E.1.

Technical Specifications Packages And Network Channel Interfaces

Technical Specifications Packages and compatible channel interfaces are set forth in Section E.1.b.

SERVICESE. PRIVATE LINE1. Digital Data Service (DD)b. Terms and Conditions (Continued)

The following network channel interfaces (NCIs) define the bit rates that are available for a Digital Data channel:

<u>NCI</u>	<u>Bit Rate</u>
DU-24	2.4 Kbps
DU-48	4.8 Kbps
DU-96	9.6 Kbps
DU-56	56.0 Kbps

Chargeable Optional Features And Functions

Data Bridging

Technical Specifications Packages Digital Data Service

SD Code	<u>Package</u>			
	D1	D2	D3	D4
NC Code	XA	XB	XG	XH
Parameter				
Error-Free Seconds	X	X	X	X
Optional Features and Functions				
Central Office Bridging Capability	X	X	X	X

Telephone Company will provide a channel capable of meeting a monthly average performance equal to or greater than 99.875% error-free seconds (if provided through a Digital Data hub) while the channel is in service, if it is measured, through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62310.

SERVICESE. PRIVATE LINE1. Digital Data Service (DD)b. Terms and Conditions (Continued)

Voltages which are compatible with Digital Data Service are delineated in Technical Reference TR-NPL-000341.

Compatible Network Channel Interfaces

	<u>Compatible CI's</u>	<u>Compatible CI's</u>	<u>Compatible CI's</u>	<u>Compatible CI's</u>	<u>Compatible CI's</u>
4DS8-15	4DS8-15	4DU5-24	4DU5-24	6DU5-24	6DU5-24
	4DU5-24				
	4DU5-48	4DU5-48	4DU5-48	6DU5-48	6DU5-48
	4DU5-56				
	4DU5-96	4DU5-96	4DU5-96	6DU5-56	6DU5-56
	4DU5-48				
	4DU5-96	4DU8-56	4DU8-56	6DU5-96	6DU5-96

Available only as a cross connect of two digital channels at appropriate digitel speeds at a Telephone Company hub.

SERVICESE. PRIVATE LINE2. High Capacity Service (HC)a. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Channel Termination Per Termination	\$85.00	\$482.80
Channel Mileage		
Channel Mileage Facility Per Mile 1.544 Mbps	\$75.00	
Channel Mileage Termination Per Termination 1.544 Mbps	\$155.00	
Optional Features and Functions		
Automatic Loop Transfer	\$77.00	\$124.00
DS-1 to Voice Multiplexing	\$205.00	
DS-1 to Data Multiplexing	\$470.00	
Digital Access Cross Connect Service ("DACCS")		
DS-1 DACCS Port-Per Port	\$55.00	\$124.00
DACCS Reconfiguration		\$272.45

SERVICES

E. PRIVATE LINE

2. High Capacity Service (HC) (Continued)

b. Terms and Conditions

Terms and conditions Section A. applies to High Capacity Service.

1. Basic Channel Description - High Capacity Channel

A High Capacity channel is a channel for the transmission of nominal 64.0 Kbps* or 1.544, 3.152, 6.132, 44.736, or 274.176 Mbps isochronous serial data. The actual bit rate is a function of the channel interface selected by the customer. High Capacity channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub or hubs.

The customer may provide the Network Channel Terminating Equipment associated with the High Capacity channel at the customer's premises.

A channel with technical specifications package HCI will be capable of an error-free second performance of 98.75% over a continuous 24 hour period as measured at the 1.544 Mbps rate through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62411. Rates and charges for Private Line High Capacity Service are as set forth in Section B.1.

2. Technical Specifications Packages And Network Channel Interfaces

- a. Technical Specifications Packages and compatible channel interfaces are set forth in Section A.8.

*Available only as a channel of a 1.544 Mbps facility to a Telephone Company Digital Data hub or as a cross connect of two 2.4, 4.8, 9.6, 56.0 or 64.0 Kbps channels of two 1.544 Mbps facilities to a Digital Data hub(s). The customer must provide system and channel assignment data.

SERVICESE. PRIVATE LINE2. High Capacity Service (HC)b. Terms and Conditions (Continued)2. Technical Specifications Packages And Network Channel Interfaces

b. The following network channel interfaces (NCIs) define the bit rates that are available for a Digital Data channel:

<u>NCI</u>	<u>Bit Rate</u>
DS-15*	1.544 Mbps (DS1)
DS-27	274.176 Mbps (D54)
DS-31	3.152 Mbps (DS1C)
DS-44	44.736 Mbps (D53)
DS-63	6.312 Mbps (D52)

3. Optional Features And Functions

a. Automatic Loop Transfer

The Automatic Loop Transfer provides protection on a 1xN basis against failure of the facilities between a customer-designated premises and the wire center serving that premises. Protection is furnished through the use of a switching arrangement that automatically switches to a spare channel line when a working line fails. The spare channel is not included as a part of the option. This option requires compatible equipment at both the serving wire center and the customer designated premises. The customer is responsible for providing the equipment at its designated premises.

*A 64.0 Kbps channel is available as a channel(s) or a 1.544 Mbps channel to a Telephone Company hub.

SERVICES

E. PRIVATE LINE

2. High Capacity Service (HC)

b. Terms and Conditions

3. Optional Features and Functions (Continued)

b. Central Office Multiplexing

DS1 to Voice

An arrangement that converts a 1.544 Mbps channel to 24 channels for use with Voice Grade Service.

DS1 to Digital Data

An arrangement that converts a 1.544 Mbps channel to 24, 56.0 kbps channels utilizing digital time division multiplexing. Where one or more channel(s) are digital, the DS1 to Data multiplexing charge applies.

Digital Access Cross Connect Service (DACS)

An arrangement that allows the customer the ability to specify DSO channel routing between existing DS-1 facilities. Access to DACS is provided at the TALD of Anchorage Hub, Central Wire Center, and is provided on a per DSI DACS port basis.

Initial DSO channel configuration will be provided at no additional charge. Subsequent DSO channel reconfiguration will be provided at the DACS reconfiguration charge, per DSO channel reconfigured.

SERVICESE. PRIVATE LINE2. High Capacity Service (HC)b. Terms and Conditions (Continued)4. Technical Specifications Packages High Capacity Service

SD Code NC Code	<u>Package</u>				
	HCO HS	HC1 HC	HC1C HD	HC2 HE	HC3 HF
Error-Free Seconds		X			
Optional Features and Functions:					
Automatic Loop Transfer		X			
Central Office Multiplexing:					
D53 to DS1					X
DS2 to DS1				X	
DS1C to DS1			X		
DS1 to Voice		X			
DS1 to DSO		X			
DSO to Subrate*	X				
Transfer Arrangement		X			

*Available only on a channel of 1.544 Mbps facility to a Telephone Company hub

SERVICESE. PRIVATE LINE2. High Capacity Service (HC)b. Terms and Conditions4. Technical Specifications Packages High Capacity Service (Continued)

A channel with technical specifications package HCI will be capable of an error-free second performance of 98.75% over a continuous 24 hour period as measured at the 1.544 Mbps rate through a CSU equivalent which is designed, manufactured, and maintained to conform with the specification contained in Technical Reference PUB 62411.

The electrical interface with the Telephone Company Private Line Services is defined by an interface code. There are interface codes for both the customer-designated premises and the point of termination.

5. Compatible Network Channel Interfaces

	<u>Compatible CIs</u>		<u>Compatible CIs</u>
4DSO-63	4DSO-63 4DU8-A, B or C 6DU8-A, B, or C	4DS8-15J	4DU8-A 6DU8-A
4DS6-27	4DS6-27 4DU8-A, B or C 6DU8-A, B or C	4DS8-15K	4DU8-B 4DU8-C 6DU8-B 6DU8-C
4DS6-44	4DS6-44 4DU8-A, B or C 6DU8-A, B or C	4DS8-31	4DS8-31 4DU8-A, B or C 6DU8-A, B or C
4DS8-15	4DS8-15* 4DU-B 6DU8-8	4DU8-A, B or C	4DU8-A, B or C

*Available only as a cross connect of two Individual of 1.544 Mbps facilities at a Telephone Company hub.

SERVICESE. PRIVATE LINE3. Continuous Property Servicea. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Where the terminals of the lines are on the same continuous property within the same building or continuous property of the customer. A minimum charge at each customer designated premise applies.	\$1.00	\$214.90

b. Terms and Conditions

Continuous Property Service rate category recovers the costs associated with the communications path connecting two customer designated premises within the same building or within the same continuous property. This rate applies for Utility owned investment which extends a customer dial tone via off-premises extensions, tie line extensions, or provides private line point to point communication transmissions. One continuous property service charge applies per customer designated premises at which the service is terminated. Also non-recurring charges, as shown in Section F. will apply. Technical specifications and optional features and functions available with this service are consistent, where applicable, with Voice Grade service (See A. and E.).

SERVICES

E. PRIVATE LINE

4. Individual Case Basis Filings

a. Rates

Certain services set forth in Private Line Service (Section E.) are provided on an Individual Case Basis (ICB). ICB rates are listed below:

SERVICESE. PRIVATE LINE5. Transparent LAN Service - High Speed (TLS)a. RatesNon-Recurring
Charge

Port Connection - Per port

\$750.00

Contract Term - Month to Month 1 Year Rate +10%

Contract Term - 1 Year - Per Port

<u>Total Number of Ports</u>	<u>Monthly Recurring Charge</u>		
	<u>10Mbps</u>	<u>100Mbps</u>	<u>1Gbps</u>
1	\$500.00	\$1,900.00	\$8,800.00
2	\$500.00	\$1,900.00	\$8,800.00
3	\$500.00	\$1,900.00	\$8,800.00
4	\$500.00	\$1,900.00	\$8,800.00
5	\$500.00	\$1,900.00	\$8,800.00
6	\$475.00	\$1,650.00	\$8,800.00
7	\$475.00	\$1,650.00	\$8,250.00
8	\$450.00	\$1,400.00	\$8,250.00
9	\$450.00	\$1,400.00	\$8,250.00
10	\$450.00	\$1,200.00	\$8,250.00
11	\$425.00	\$1,200.00	\$8,250.00
12	\$425.00	\$1,100.00	\$7,700.00
13	\$425.00	\$1,100.00	\$7,700.00
14	\$400.00	\$950.00	\$7,700.00

SERVICESE. PRIVATE LINE5. Transparent LAN Service - High Speed (TLS)a. Rates (Continued)

Contract Term - 3 Years - Per Port

<u>Total Number of Ports</u>	<u>Monthly Recurring Charge</u>		
	<u>10Mbps</u>	<u>100Mbps</u>	<u>1Gbps</u>
1	\$450.00	\$1,725.00	\$7,700.00
2	\$450.00	\$1,725.00	\$7,700.00
3	\$450.00	\$1,725.00	\$7,700.00
4	\$450.00	\$1,725.00	\$7,700.00
5	\$450.00	\$1,725.00	\$7,700.00
6	\$425.00	\$1,450.00	\$7,700.00
7	\$425.00	\$1,450.00	\$7,150.00
8	\$400.00	\$1,225.00	\$7,150.00
9	\$400.00	\$1,225.00	\$7,150.00
10	\$400.00	\$1,000.00	\$7,150.00
11	\$375.00	\$1,000.00	\$7,150.00
12	\$375.00	\$900.00	\$6,600.00
13	\$375.00	\$900.00	\$6,600.00
14	\$375.00	\$800.00	\$6,600.00

SERVICESE. PRIVATE LINE5. Transparent LAN Service - High Speed (TLS)a. Rates (Continued)

Contract Term - 5 Years - Per Port

<u>Total Number of Ports</u>	<u>Monthly Recurring Charge</u>		
	<u>10 Mbps</u>	<u>100 Mbps</u>	<u>1 Gbps</u>
1	\$400.00	\$1,400.00	\$6,000.00
2	\$400.00	\$1,400.00	\$6,000.00
3	\$400.00	\$1,400.00	\$6,000.00
4	\$400.00	\$1,200.00	\$6,000.00
5	\$400.00	\$1,200.00	\$6,000.00
6	\$375.00	\$1,050.00	\$6,000.00
7	\$375.00	\$1,050.00	\$5,500.00
8	\$350.00	\$900.00	\$5,500.00
9	\$350.00	\$900.00	\$5,500.00
10	\$350.00	\$800.00	\$5,500.00
11	\$325.00	\$800.00	\$5,500.00
12	\$325.00	\$750.00	\$5,000.00
13	\$325.00	\$750.00	\$5,000.00
14	\$300.00	\$700.00	\$5,000.00

A penalty charge may apply for reductions in bandwidth. See Section E.9.

SERVICES

E. PRIVATE LINE

5. Transparent LAN Service - High Speed (TLS) (Continued)

b. Terms and Conditions

Transparent LAN Service - High Speed - (“TLS”) is a high speed (10 Mbps, 100 Mbps, or 1 Gbps) shared fiber optic transport service for the interconnection of Local Area Networks (“LANs”) and Wide Area Networks (“WANs”). A LAN is a network permitting the interconnection and intercommunication of a group of computers while a WAN typically extends outside the building to link with other LANs within the local serving area. TLS serves as a WAN or LAN extension by providing a virtual private circuit that utilizes public transport. The service is bi-directional, providing high capacity service over private virtual circuits.

The electrical signals provided by TLS are put onto fiber optic facilities for transport to the network management equipment in a Company central office.

TLS is provided over fiber optic facilities, and can be provided on a point-to-point or multi-point basis. Where possible, service will be provided over existing Company facilities.

1. Service Elements

Port Connection - A port connection provides the link from a customer’s terminal equipment, at the network interface, to the Company’s network supporting TLS. The port connection includes a network interface, and the related fiber optic facility. A monthly rate applies per port.

Connection Bandwidth - The Connection Bandwidth connects two or more ports and is charged on a port and bandwidth basis.

SERVICES

E. PRIVATE LINE

5. Transparent LAN Service - High Speed (TLS)

b. Terms and Conditions (Continued)

2. General Regulations

TLS is available on a point-to-point or multi-point basis, 24 hours per day, 7 days per week.

The number of port connections in a multi-point arrangement is limited by the technological capabilities of the network.

TLS utilizes public, shared transport to provide a virtual private circuit arrangement. A non-shared TLS arrangement is not available.

TLS complies with the Ethernet standards prescribed under IEEE 802.3. Maximum utilization will be typical for Ethernet LAN and may not achieve the full bandwidth rating of the carrier.

Equipment interoperability cannot be guaranteed and may vary by manufacturer. In addition, there may be limitations on some proprietary protocols.

TLS can only be provided where fiber optic facilities and equipment are available. Where suitable facilities are not available, it may be necessary to construct such facilities. Additional charges may be assessed pursuant to Sections A. These charges are in addition to TLS rate elements in E.9.

For TLS, equipment space furnished by the customer under the Local Service Terms and Conditions will be secured by the Company. This space must be accessible exclusively to the Company, as if the Company were a lessee.

SERVICESE. PRIVATE LINE5. Transparent LAN Service - High Speed (TLS)b. Terms and Conditions (Continued)3. Rate Regulations

The initial order for TLS must be for a fixed service period of one, three, or five years. At the end of the initial service period, the customer has 30 days in which to select an additional term commitment for any of the service periods specified, or may elect the month-to-month option. If the customer does not sign a term commitment by the end of the 30 day period, the customer will automatically be charged the month-to-month rate.

A subsequent order to add any TLS ports to an existing TLS network must be for a fixed-period of one, three, or five years, or for the remainder of the customer's existing fixed-period service agreement. The minimum service period for additional TLS service elements is 12 months.

Ports are priced at the rate for the total number of ports purchased for the term of the agreement. For example, if a customer purchases four 10 Mbps ports and two 100 Mbps ports, the customer is purchasing 6 ports total. The rates applied are four 10 Mbps and two 100 Mbps rates at the 6 port level. Customers with 14 or more ports shall pay the 14 port rate.

The rate for the total number of ports purchased includes ports purchased from TALD affiliated companies. For example, if a customer purchases 4 ports with the Company and 2 ports from an TALD affiliated company, the rate applied will be for 4 ports at the Company 6 port rate.

If a fixed period agreement is terminated prior to the end of the period, the customer is responsible for reimbursing the Company the difference between the rates actually charged and the rates that would have been charged, had the actual period been the original service period, plus a 10.5% finance charge, compounded annually. For example, if a customer agrees to a five-year term and cancels service after three years, the Company will charge the customer the difference between the five-year rate and the three-year rate for three years, plus the 10.5% finance charge.

If the customer reduces either the number of ports, or total bandwidth, below 70% of their initial fixed period service agreement, the terminated ports will be considered a termination of the fixed period service agreement and reimbursement will be due the Company pursuant to Section E.9. on the discontinued ports or bandwidth. In service ports will be re-rated based on the total number of remaining ports.

SERVICES

E. PRIVATE LINE

5. Transparent LAN Service - High Speed (TLS)

b. Terms and Conditions

3. Rate Regulations (Continued)

If the customer increases the number of ports after executing the initial term of service agreement, they have two options:

Sign a fixed term agreement for the additional ports; or

Request that the new ports be added to an existing fixed period agreement (for not less than 12 months) and re-rate the agreement based on the total number of ports in service.

For example, if the customer has four five-year ports and adds one port two years later, the customer may enter a fixed year agreement for one, three year port, or request the existing fixed term agreement be modified to a five port agreement.

Rates are prospective only when re-rating of fixed term agreements occur because of adding ports, deleting ports, increasing bandwidth, decreasing bandwidth, or extending fixed term agreements.

4. Planned Service Interruption

Occasionally, routine maintenance will result in an interruption of service. Planned interruptions of service will be scheduled to occur outside of normal business hours.

Customers will be notified 10 working days prior to the interruption. The 10 working day notice begins upon the Company's notification to the customers' primary contact, by telephone. This contact will include the date, time, and estimated duration of the service interruption. This telephone contact will represent the Company's compliance with the 10 working day notification requirement.

The Company will fax or email the customer confirmation of the scheduled interruption. The Company requests acknowledgement from the customer that this information has been received, however, the Company will proceed with the scheduled maintenance without the customer's acknowledgement.

SERVICESE. PRIVATE LINE6. Private Switch (PS) 9-1-1 Trunksa. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
PS 9-1-1 Trunks Per Trunk	\$58.90	\$409.20

A minimum of two trunks is required with this service.

b. Terms and Conditions

Private Switch 9-1-1 Trunks are the physical connection between a Private Branch Exchange (“PBX”) or Private Switch (“PS”) and ACS’s Enhanced 9-1-1 (“E9-1-1”) Network. These trunks are used to send 9-1-1 calls and Automatic Number Identification (“ANI”) information by way of the TALD E9-1-1 network, to the E9-1-1 ANI/Automatic Location Identification (“ANI”) Controller and the Public Safety Answering Point (“PSAP”). No other calls are permitted over these trunks.

The PS 9-1-1 Trunk is a 2-wire loop-reverse analog interface. The network provides -48 VDC on one conductor and a ground on the other conductor.

The caller’s telephone number must be sent to ANI format corresponding to Centralized Automatic Message Accounting (“CAMA”) Multi-Frequency (“MF”) signaling standards.

The PBX or PS provider must be able to transmit the ANI information to the network via MF signaling. If any other type of signaling is used (such as E&M), an adjunct device must be used to convert this signal to MF.

The MF signaling protocol on these trunks allow for only 7 digits of the caller’s full 10-digit telephone number to be sent. The 7 digits must represent a telephone number which is directly accessible to and from the public switched telephone network (such as a Direct Inward Dial number).

SERVICESF. SERVICE ORDER CHARGES1. Nonrecurring Chargesa. RatesNon-Recurring
Charge

Work necessary to execute a customer's request for telephone service, moving or changing of existing service or adding additional services.

Service Order Charges

Business

\$29.75

Central Office Line Connection Charge

Per line or central office telephone number

\$22.30

Premise Visit Charge

One charge applies for all work ordered and requested to be completed at one time on one continuous premise.

\$49.60

Interface Connection Charge

\$13.65

Returned Check Charge - Per returned check

\$25.00

SERVICES

F. SERVICE ORDER CHARGES

1. Nonrecurring Charges

b. Terms and Conditions

1. Service charges to connect, move or change service are made separately according to the components of work required.

a. Service Order Charge - Applies to receiving, recording, transmitting, and processing information to connect, move or change service necessary to execute a customer's request.

b. Central Office Line Connection Charge - Applies to the installation or changing of central office connections required to provide or change service requested by service order. Also included is that central office work required for off-premise lines or channels.

c. Premise Visit Charge - Applies whenever a customer request, including deliveries, requires a premise visit. One charge applies for all work requested at one time and on one continuous property.

d. Interface Connection Charge-One charge applies for connecting and testing of one jumper wire pair from the main distribution frame to the demarcation point at the customer's location. Does not apply to Private Line Service.

e. Returned Check Charge - A service charge will be billed to any customer whose check is returned.

2. Service charges apply, except as specified in this section or in other sections, to customer initiated requests for telephone service as specified in Section B. They apply in addition to, and not in lieu of, construction charges made due to unusual cost in establishing service.

SERVICES

F. SERVICE ORDER CHARGES

1. Nonrecurring Charges

b. Terms and Conditions (Continued)

3. If the service furnished a subscriber is temporarily suspended for non-payment of charges due or for any other violation of the regulations of the telephone Utility, as described under General Regulations; and

a. the equipment is not removed from the subscriber's premises, such service is restored only on payment of a restoration of service charge consisting of a Service Order Charge and a Central Office Line Connection Charge for the service.

b. the equipment has been removed from a subscriber's premises, service is reestablished only upon payment of the charges that would apply for a new customer establishing service. Such charges are in addition to any charges due for services and facilities furnished up to the date of suspension of service.

4. Conditions under which no service charges apply:

a. No service charges apply for utility initiated work:

Telephone located on a customer's premises but used exclusively by the Utility for maintenance or training purposes.

Work to move or change a customer's telephone service or equipment if required and initiated by the Utility.

Disconnection of service for nonpayment of charges due.

SERVICES

F. SERVICE ORDER CHARGES

1. Nonrecurring Charges

b. Terms and Conditions

4. Conditions under which no service charges apply (Continued):

b. No Service Order Charge will apply for the following customer initiated requests providing work is limited to:

Complete termination of service.

The “from” portion of work involved in a transfer of service from one to another premises.

Changes in bill mailing address, or special billing arrangements.

Cancellation of service orders.

Toll Restriction Service.

Local Directory Assistance Deny or Directory Assistance Call Completion Deny.

Local Directory Listing Changes.

Adding, modifying or discontinuing Custom Calling Features, Enhanced Custom Calling Features and Message Waiting Indication - Visual.

c. One (1) Service Order Charge and one (1) Central Office Line Connection Charge apply per customer request to suspend and restore service. The charge is applied to the restore portion of the order.

SERVICES

F. SERVICE ORDER CHARGES

1. Nonrecurring Charges

b. Terms and Conditions

4. Conditions under which no service charges apply (Continued):

d. A Service Charge during regular working hours will be billed to the customer for each premise visit necessary where the service difficulty or trouble is found to be caused by customer provided equipment. The charge will be for actual hours involved at existing labor rates plus materials.

e. The Utility's normal scheduling procedure for single line service is to schedule the installation, in consultation with the customer, on a specific date between the hours of 7:30 a.m. and 4:00 p.m. This scheduling procedure requires the customer to be available anytime during the stated time period. Recognizing that some customers may not be able to make themselves available for an entire day, the Utility will schedule a limited number of installations for one of the following time frames:

Hours of: 7:30 a.m. and 9:30 a.m.
9:30 a.m. and 12:00 noon
12:00 p.m. and 2:00 p.m.
2:00 p.m. and 4:00 p.m.

SERVICESG. DIRECTORY1. Directory Assistancea. Rates

	<u>Monthly Rate</u>	<u>Non- Recurring Charges</u>
Directory Assistance	\$.60	
Charges will not be billed on a third number basis. All calls will be itemized on the customer's monthly bill.		
Directory Assistance Deny	\$3.35	\$12.40

One (1) Feature Activation Charge applies per customer request, per line, to restore toll service, including access to 900 toll, local directory assistance, and Enhanced Busy Call Return ("EBCR"), with which a Service Order Charge is not already associated.

b. Terms and Conditions

The Utility furnishes Directory Assistance Service for the purpose of aiding customers in obtaining directory listing information. Listing information consists of customer information published in the directory, pursuant to Directory Services, Section G.3.

There will be a charge for Directory Assistance for customers who exceed the free call allowances:

Residential - 2 free calls per billing cycle per exchange access line by account.

Business - 2 free calls per billing cycle per exchange access line by account.

SERVICES

G. DIRECTORY

1. Directory Assistance

b. Terms and Conditions (Continued)

Each call to directory assistance will be limited to two (2) requests for directory listing information, including but not limited to, a telephone number, or a name associated with a telephone number.

Call allowances are not transferable between separate accounts of the same customer.

Credit will not be given for any unused portion of the customer's prior monthly allowances. Credit will not be given for requested telephone numbers that are not found in the directory.

Exemptions

Calls from hospitals are exempt from the Directory Assistance Charge.

Directory Assistance Deny

Directory Assistance Deny prevents the end user from accessing the Directory Assistance system. Attempted calls from lines equipped with Directory Assistance Deny will be routed to a telephone utility intercept announcement or tone.

SERVICESG. DIRECTORY2. Directory Assistance Call Completiona. Rates

	<u>Monthly Rate</u>	<u>Non-recurring Charges</u>
Directory Assistance Call Completion - Per call		\$0.45
Courtesy Connect* - Per call	\$18.60	\$0.45
Customers must notify the Company to subscribe to these billing options. Refer to Section G.2. for applicable nonrecurring charges.		
One (1) Feature Activation Charge applies per customer request per line, to restore toll service, including access to 900 toll, local directory assistance, and Enhanced Busy Call Return ("EBCR"), with which a Service Order Charge is not already associated.		\$12.40
Directory Assistance Call Completion (DACC) Deny		\$0.00

1. Application of Charges

The charges specified in Section G.2. will be applicable to all subscribers.

Chargeable Calls - for charging purposes, a DACC completed call includes, but is not limited to, a connection to the requested number, an answering device, or a Company switch recording.

Courtesy Connect - A DACC Courtesy Connect customer may offer to pay the per-call DACC charges on behalf of a 411 customer. The 411 customer would receive a message indicating the Courtesy Connect customer's offer to pay the DACC connect charges.

A customer desiring Courtesy Connect must notify the Company Business Office to subscribe to this service. Both a monthly recurring and per call charge applies for Courtesy Connect service.

Both a monthly recurring and a per call charges apply for Courtesy Connect service.

SERVICES

G. DIRECTORY

2. Directory Assistance Call Completion (Continued)

b. Terms and Conditions

Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. After dialing 411, DA customers may choose to have the telephone number they are requesting dialed by the DA Operator System.

The service is available to business customers except as limited in Section G.2.

Individual message detail is not included with this service.

There are no free call allowances. In addition, the charges and call allowances for Directory Assistance are not affected and are governed by the terms and conditions in Section G.1.

Customers may request blocking of DACC calls originating from their telephone lines. DACC Deny prevents DA callers from having the telephone number they are requesting dialed by the DA Operator System. See Section G.2. for applicable charges.

For customers requesting more than one DA number, the DACC option is available only for the last telephone number requested.

The service is available only where billing and network capability exists.

Limitations - The service is not available for the following classes of service call categories:

- Any special line class codes
- Calls from Private Pay Telephones
- 700, 800, and 900 number requests
- Nonpublished service numbers
- 976 and 540 DA number requests
- Interstate or intrastate calls
- Wireless calls

SERVICESG. DIRECTORY3. Directory Servicesa. Rates

	<u>Monthly Business</u>
Additional Listing	\$3.05
Alternate Listing	\$3.05
Nonpublished Service	\$2.00
Nonlisted Service	\$2.00
Cross Reference Listing	\$3.05
Foreign Listing	\$6.20
Directory Line of Information	\$7.75
Nonrecurring Directory Listing Change Charge -Per Listing	\$6.20
Black Dot Listing	<u>Rate Application</u>
Customer Election per Listing	Directory Listing Change Charge
Diskette Identifying all Black Dot Subscribers, per Diskette	\$31.00

b. Terms and Conditions

Each subscriber to business service will be listed in the alphabetical section of the telephone directories periodically published and distributed by the Utility or its agents, unless otherwise requested by the subscriber. There is no charge for listing the primary number of each business. The primary number of each business service will also be listed in the classified section at no charge.

Listings will generally be limited to a single line containing name, location address and telephone number; however, an additional line may be used when required for proper identification. The Utility may refuse the insertion of listings which it considers inconsistent with the style or purpose of its published directories.

SERVICES

G. DIRECTORY

3. Directory Services

b. Terms and Conditions (Continued)

Additional listings are offered at the prevailing monthly rates in this section, subject to the following conditions:

Additional business listings must include the same location address as the primary listing, except where equipment serving the same business is located on different premises, in which case, the off-premise location address may be listed.

Alternate listings are offered for subscribers to business service at the prevailing monthly rates in Section G.3.

Foreign directory listings will be accepted from business customers outside of the Utility's exchange area. The customer will be charged the rates appearing in Section G.3.

The subscriber assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility harmless of and from any claims, loss, damage, or liability which may result from the use of such listings. The Utility does not undertake to determine the legal, contractual, or other right to the use of the name to be listed in a telephone directory of the Utility. However, listings designed primarily to give publicity to a commodity or service will not be accepted.

Non-published and non-listed service is offered to business subscribers at the respective monthly rates in Section G.3, subject to the following conditions:

The subscriber will relieve the Utility of any responsibility for the failure to receive calls due to such non-publishing or non-listing of telephone numbers.

The subscriber agrees to hold the Utility harmless from damages, or action in damages, arising from the failure to receive calls at non-published or non-listed telephone numbers.

SERVICES

G. DIRECTORY

3. Directory Services

b. Terms and Conditions (Continued)

The Utility will exercise reasonable care to prevent the insertion of non-published and non-listed telephone numbers in its published directories. The Utility will exercise extra care to prevent the disclosure of non-published numbers, except as may be required by its authorized employees or agents, or as may be directed by civil authority in the interest of public safety and welfare.

A subscriber whose primary telephone number is listed, or to be listed, and published in the Utility's information records, may have additional telephone numbers for the same service non-published or non-listed without charge.

The monthly rates for non-published or non-listed service will apply during the issue the currently published telephone directory from which such listings are excluded. published service may be changed to non-listed service at the subscriber's request.

The Directory Listing Change Charge, imposed by Section G.3, is issued for the sole purpose of changing listed, non-listed or non-published service at the subscriber's request

SERVICES

G. DIRECTORY

3. Directory Services

b. Terms and Conditions (Continued)

1. Black Dot Directory Listings (BDL)

A black dot will be used in the telephone directory for the identification who do not wish to receive telephone advertisements and solicitations of those subscribers.

Telephone solicitation is defined as the solicitation by telephone of a subscriber at the location of the customer for the purpose of encouraging the subscriber to purchase property, goods, or services, or make a donation; but does not include; 1) calls made in response to a request or inquiry by the called subscriber to purchase property, goods, or services, or make a donation; 2) calls made by a charitable organization, a public agency or volunteers on behalf of the charitable organization or public agency to members of the organization or agency or to persons who, within the last 24 months, have made a donation to the organization or agency or expressed an interest in making a donation.

Subscriber Requests

At the subscriber's request, a black dot shall be placed next to the subscriber name in the directory.

A non-recurring directory change charge as shown in Section G.3. will apply to establish this service. No monthly recurring charges apply.

The Utility will not be held responsible for any calls that get through to the subscriber even though a black dot is indicated in the directory next to the subscriber's phone number.

Telephone Solicitors

The Utility will provide BDL to solicitors on a per-request basis, using rates as specified in Section G.3.

Payment is required prior to receiving the diskette.

SERVICES

H. REGULATORY COST CHARGE

1. Rates

Monthly Recurring Charge

Regulatory Cost Charge

1.232% of billing

2. Applicability

The rates and terms specified herein apply to all retail customers within the company exchange areas.

The monthly recurring charges for this service are in addition to all other applicable rates and charges.

3. Terms and Conditions

a. General

The Regulatory Cost Charge is a special surcharge applied to all local service retail customer billings to pay the utility's share of the budget of the Commission.

b. Regulations

The surcharge will be collected on all local service customer billings.

SERVICES

I. ALASKA UNIVERSAL SERVICE FUND SURCHARGE

1. Rates

The Company concurs in the AUSF surcharge percentage set forth in the currently effective tariff of the Alaska Universal Service Administrative Company. A copy of the tariff of the Alaska Universal Service Administrative Company is available for public inspection during normal business hours at 3380 C Street, Suite 201, Anchorage, Alaska 99503 or on the Alaska Universal Service Administrative Company's web site at <http://www.ausac.org>.

2. Applicability

The Alaska Universal Service Fund (AUSF) Surcharge is a line item surcharge on intrastate end user revenues to provide for payment to the Alaska Universal Service Fund. The Alaska Universal Service Fund provides:

- a. Financial assistance, known as lifeline support, to qualifying local exchange telephone companies so that the bills of qualifying low income customers may be reduced;
- b. Financial assistance known as dial equipment minute (DEM) weighting to local exchange telephone companies of less than fifty-thousand (50,000) access lines that qualify for assistance under the requirements set forth by the Commission at 3 AAC 48.430; and,
- c. Such other purposes as may be designated by the Commission by regulation.

SERVICES

J. UNIVERSAL ACCESS SURCHARGE FOR TELECOMMUNICATION
RELAY SERVICE (TRS)1. Rates

	<u>Monthly Rate</u>
Single-line Business, per line or trunk	\$.09
Multi-line Business, per line or trunk	\$.18

2. Terms and Conditions

By direction of the Alaska Public Utilities Commission in Order No. 2 in Docket U-92-13, the responsibility for billing and collecting the Universal Access Surcharge has been assigned to the subscriber's local exchange carrier.

Alaska Statute, AS 42.05.296, and APUC Regulations 3 AAC 51.90, et seq., require that TRS is funded by a monthly surcharge on rate of all local exchange carriers. The surcharge collections will be disbursed to the TRS provider monthly.

The surcharge is a two-tier rate, one tier assessed to residential and single-line business subscribers and the other tier to multi-line business subscribers.