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July 28, 2020

Sent via electronic mail to [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us)

Attn: Filing Center  
Oregon Public Utilities Commission  
201 High Street S.E., Suite 100  
Salem, Oregon 97301

Re: Citizens Telecommunications Company of Oregon, LLC Tariff Filing – initial tariffs

Dear Filing Center:

Citizens Telecommunications Company of Oregon, LLC d/b/a ZiPLY Fiber, hereby submits the attached price lists and tariffs (collectively, the “Tariffs”) to the Oregon Public Utilities Commission.

The Commission approved transfer of control of Citizens Telecommunications Company of Oregon, LLC (“Citizens Oregon”) to Northwest Fiber, LLC (“Northwest Fiber”) in Docket UM 2028. Accordingly, Northwest Fiber requests that the Commission accept these Tariffs for filing with an effective date of August 28, 2020.

These new Tariffs reflect the material terms and conditions of the current Tariffs and Price Lists of Citizens Oregon. In preparing the Tariffs, Northwest Fiber has refrained from making substantive changes to rates, terms and conditions of existing services. The changes in the Tariffs primarily reflect new contact information, new names for certain services, the entities providing services and the post-closing ownership of Citizens. For example, the Tariffs reflect that, Citizens’ Oregon parent company is Northwest Fiber, LLC d/b/a ZiPLY Fiber, rather than Frontier Communications Corporation. The Tariffs remove certain obsolete references, eliminated unused pages, make minor corrections to the text, and include other clean-up edits.

To aid the Commission and Staff in their review, we have separately provided redline versions of the revisions.

Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'JE', with a long horizontal flourish extending to the right.

Jessica Epley  
Government & External Affairs Director

TITLE PAGE  
RATES AND CHARGES  
APPLICABLE TO  
PRODUCTS AND SERVICES OFFERED  
IN THE TERRITORY SERVED BY  
CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, LLC  
d/b/a  
ZIPLY FIBER  
WITHIN THE STATE OF OREGON AS FOLLOWS:

Azalea  
Canyonville  
Cave Junction  
Days Creek  
Glendale  
Myrtle Creek  
O'Brien  
Riddle  
Selma  
Wolf Creek

SERVICES OFFERED IN THE PRICE LIST MAY ALSO BE SUBJECT TO  
RATES, TERMS OR CONDITIONS CONTAINED IN THE  
EXCHANGE & NETWORK SERVICES TARIFF, P.U.C. OR. NO. 4.

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**EXPLANATION OF SYMBOLS**

Whenever Price List sheets are refiled, changes will be identified by the following symbols:

- (C) To signify changed listing, condition, rule or regulation
- (D) To signify discontinued material
- (I) To signify increase
- (M) To signify material transferred from one sheet to another sheet of the same or a different schedule with no change in text, rate, condition, rule or regulation
- (N) To signify new material
- (R) To signify reduction
- (T) To signify change in text but no change in rate, condition, rule or regulation

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**LOCAL SERVICE**

**LOCAL SERVICE RATES AND CHARGES - BUSINESS**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. GENERAL

Local service rates are billed monthly unless specifically stated otherwise.

C. RATES AND CHARGES-BUSINESS SERVICE (Basic Access Line Rates)

<u>Business</u>	<u>Monthly Rate</u>
Multi-Line	\$42.00
One-Party	\$29.00
Centrex Line	\$25.32

D. CONDITIONS

The above rates also do not include the EAS Increments (See the Exchange & Network Services Tariff, Section III).

1. Local Service Rates

- a. Local service is provided through facilities owned and maintained according to the standards of the Company. The territory served is shown on maps filed with the Commissioner by the Company. This territory is referred to as an exchange. Service between exchanges is provided at toll rates as filed in Section V of this tariff except for those exchanges, which are provided with extended area service (EAS) as filed in Section III of the Exchange & Network Services Tariff. For purposes of the administration of toll rates, each exchange is a toll rate point whether that exchange is served by a central office or by a remote satellite unit.
- b. The application of business rates is determined by the actual or obvious use made of the service by the customer.
- c. Business rates will apply at all places strictly business in nature; at places of an implied business nature; at any location when an extension of the service is provided to a place not a part of a domestic establishment; where only one primary line service is provided to a residence location when the use of the service is primarily or substantially of a business rather than a residential nature, and in general, at any place where the substantial use of the service is occupational rather than domestic.



**LOCAL SERVICE**

**LOCAL SERVICE RATES AND CHARGES - BUSINESS (Continued)**

D. CONDITIONS (Continued)

1. Local Service Rates (Continued)

- d. If it is found that a customer is primarily or substantially using residence service for business purposes, the Company will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence and domestic purposes only.
- e. Business service will not be installed on premises of a public character in a location where the telephone would be accessible for use by patrons of the customer or by the public in general.
- f. If it is found that a customer is sharing the use of his business service with another individual or concern other than an employee, member or officer of the customer's business, the Company will thereafter require the customer to take "joint user" service except where the customer permits no further joint use of his service after the matter is called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.
- g. Local service rates provide the ability to call without additional charge all other local service telephones located within the same exchange or local service calling area. (See Extended Area Service, Section III of the Exchange & Network Services Tariff.)
- h. The Multi-line Business rate includes rotary line hunt capability.

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LOCAL SERVICE

SERVICE CHARGES - BUSINESS

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

Business

Service Order Charge- Initial	\$17.00
Service Order Charge - Subsequent	\$15.00
Central Office Connection Charge	\$27.75
Reconnect Charge	\$20.00
Access Line Work Charge	\$5.00
Supersedure	\$15.00

Time and Material Charges:  
For premises visit

Minimum Time Charge:  
First 15 minutes or fraction thereof of billable time

During Regular Business Hours	\$25.00
Overtime Hours	\$37.50

Additional Time Charge:  
Each additional 15 minutes or fraction thereof of billable time  
required to complete the work over the initial 15 minute period

During Regular Business Hours	\$ 9.00
Overtime Hours	\$13.50

C. CONDITIONS

1. General

a. These charges are intended to cover the expense incurred by the Company in conjunction with the following:

- establishment of service;
- change in location of a service to other premises;
- transfer of service from one customer to another;
- reconnection of service discontinued or suspended for non-payment;
- customer requested number or name changes;

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**LOCAL SERVICE**

**SERVICE CHARGES – BUSINESS** (Continued)

C. CONDITIONS (Continued)

2. Service Charges apply as follows:

a. Service Order Charge - Initial

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.

b. Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

c. Central Office Connection Charge

The Central Office Connection Charge applies to all service activity within the central office for the establishment or change of service. This charge applies in all cases of access line service connection. The Central Office Connection Charge is associated with, but not limited to loop assignment, line and number assignment, C.O. cross-connect and line testing.

d. Reconnect Charge

The reconnect charge applies where a customer re-establishes service on the same premises, with no equipment changes, after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within 10 days of the non-pay disconnect, the appropriate Service Charges will apply thereafter.

e. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections.

f. Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

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**LOCAL SERVICE**

**SERVICE CHARGES - BUSINESS** (Continued)

C. CONDITIONS (Continued)

3. No service charges will apply under the following circumstances:
  - in settlement of an estate when service is assumed by a receiver or natural administrator of the estate;
  - when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.
  - when moves, rearrangements, or changes are initiated by the Company.
4. A temporary disconnection or rearrangement of a customer's telephone facilities to permit redecorating or remodeling of the premises will be considered as a move, and charges will apply.
5. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.
6. Supersedure

The supersedure charge applies in lieu of normal service charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or service.
7. Time and Material Charges
  - a. Description

Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence and business service and equipment, except as noted elsewhere in the Price List, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.
  - b. Definitions

Billable Time and Material Charges - Time and Material spent by a Company representative on a customer's premises exclusive of work required to establish access line service.

**LOCAL SERVICE**

**SERVICE CHARGES - BUSINESS** (Continued)

C. CONDITIONS (Continued)

7. Time and Material Charges (Continued)

c. Conditions

- (1) Time and Material Charges apply, as required, in addition to other charges for individual items of service which are listed in other sections of this Price List.
- (2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.
- (3) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.
- (4) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.
- (5) Time and Material Charges do not apply to the following work:
  - (a) To move or change a customer's service if required or initiated by the Company.
  - (b) The "from" portion of work involved in a transfer of service from one premises to another.

**LOCAL SERVICE**

**SPECIAL CONSTRUCTION**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

1. For construction other than normal, the customer will pay the actual cost above normal cost in accordance with the conditions below.
2. For changing from one type construction to another on the customer's property the customer will pay the cost of constructing the new and removing the old construction.
3. For moving existing construction the customer will pay the actual cost, less salvage.

C. CONDITIONS

1. The Company will furnish, install and maintain all cable necessary to serve its customers, except as otherwise provided in this Price List.
  2. Except where required by law, the type of construction (direct burial, underground conduit or aerial) is the prerogative of the Company.
  3. The Company will not be required to install or furnish service by underground conduit or direct burial facilities on the property of the customer at its expense.
  4. In locations where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will, at its own expense, (subject to the provisions of Line Extension Charges located in the Exchange & network Services Tariff) extend the necessary underground construction to the property line of the premises occupied by the customer in accordance with its established construction standards.
  5. If the customer requests underground conduit or direct burial construction to his property line, he will be required to pay the difference between the cost of providing such underground facilities and the estimated cost of constructing equivalent aerial facilities.
  6. If direct burial construction is requested to the property line, the customer may participate to the extent of excavating and backfilling to the specifications of the Company and shall replace lawn shrubbery, pavement, sidewalks, or other items damaged in the process of construction.
  7. If underground construction is the type used to the property line of the customer, the customer will be required to furnish, install and maintain the conduit on his property in accordance with the Company's specification.
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**LOCAL SERVICE**

**SPECIAL CONSTRUCTION** (Continued)

C. CONDITIONS (Continued)

8. If direct burial construction is the type used to the property line of the customer, the customer will be required to excavate and backfill the required trench on his property or be charged the actual cost for such work by the Company.
9. The customer shall replace the lawn, shrubbery, pavement, sidewalks or other items damaged in the process of construction or maintenance on his property.
10. The Company is not liable for any defacement of or damage to the customer's premises resulting from the furnishing of facilities, or from the installation or removal thereof when such defacement or damage is not the result of the negligence of the Company or its agents.
11. When it is necessary to relocate buried wire or cable or underground conduit and cable at the customer's request, the customer will be charged the actual labor and material cost, less salvage.
12. Where underground construction will not be within a utility strip or other designated right-of-way and where the Company requires adequate rights for the construction, operation and maintenance of such construction, the customer, or tract owner or developer, in the case of real estate subdivisions, will provide the Company with easements, deed restrictions, or other appropriate covenants for these rights.

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**LOCAL SERVICE**

**CUSTOMER PROVIDED PAY TELEPHONE SERVICE**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. DESCRIPTION

Customer Provided Pay Telephone Service is used in connection with a Public Access Line to provide customers access to the network for local and long distance calling.

Coin Supervision/Transmission is an optional service that provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exists.

C. RATES AND CHARGES

Monthly Rate

Public Access Line (PAL)	
Outgoing Service	\$25.32
Two-way Service	\$25.32
Coin Supervision/Transmission	\$2.05

The above rates do not include the EAS Increments (See the Exchange & Network Services Tariff, Section III).

D. CONDITIONS

1. Customer provided coin-operated telephones may be provided at the option of the customer.
2. Customer provided coin-operated telephones must be instrument-implemented. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided pay telephones used in connection with this service.
3. The telephone instrument must be FCC registered and will comply with all FCC rules and regulations relative to handicapped access.
4. The telephone instrument must be able to access 911 emergency service, where available, or the "0" operator, at no charge and without using a coin.



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**LOCAL SERVICE**

**CUSTOMER PROVIDED PAY TELEPHONE SERVICE (Continued)**

D. CONDITIONS

5. The telephone instrument must allow 0+ long distance capability unless the instrument is restricted to local calling areas.
6. The provision of public pay telephone service shall meet the handicapped access requirements of the Oregon Uniform Building Code.
7. The telephones must carry a labeling which identifies the owner and the person to call for reporting problems; whether such telephone has extensions which enable eavesdropping on calls; the price of a call within the local calling area; and, any toll or local calling restrictions such as minutes of use per coin inserted.
8. The instrument may be either pre-pay or post-pay. The labeling should advise the user as to the method of payment required and also must state, in the case of pre-pay, if the coin will be returned if the called party does not answer.
9. Directory listings for subscribers to Public Access Line Service are provided under the regulations governing the furnishing of listings to business access line customers.
10. In addition to the rates and charges above, Public Access Lines shall bear all special charges related to business access line service such as directory assistance, customer premises repair service charge, and toll.
11. The customer shall be responsible for the payment of a Service Call Charge as set forth in Section 2 for visits by a telephone company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided pay telephones.
12. When any customer provided equipment is used with telecommunications services and is in violation of any of the provisions in this Section, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such use has ceased or that the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Price List.

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**DIRECTORY AND OPERATOR SERVICES**

**DIRECTORY SERVICE**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

		<u>Rate Per Month</u>	
		<u>Business</u>	<u>Residence</u>
1.	Foreign listing - for customers whose telephone service is not located in an exchange served by the directory	\$1.50	\$1.25
2.	Foreign exchange listing	<sup>1</sup>	
3.	Additional listing	\$1.50	\$1.25
4.	Cross-reference listing	\$1.50	\$1.25
5.	Line of information	\$1.50	\$1.25
6.	Reference listing	\$1.50	\$1.25

<sup>1</sup> The rate for a foreign exchange listing will be the rate of the company in whose directory the listing appears.

**DIRECTORY AND OPERATOR SERVICES**

**DIRECTORY SERVICE** (Continued)

C. CONDITIONS

1. General

- a. Each business primary line or business private branch exchange will receive one listing in the classified section of the directory.
  - b. Business listings must be in the concern's official name.
  - c. Listings will be limited to such information as is necessary for proper identification.
  - d. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
  - e. The Company may refuse to insert any listing, which, in its judgment, does not facilitate the use of the directory.
  - f. The Company is liable for errors or omissions in the listing of its customers in the telephone directory in accordance with the provisions found in the Exchange & Network Services Tariff, General Regulations, Section II, Directories.
  - g. Residence customers and certain business customers may omit the address from their listings. Any business whose nature or function is to repair or to service articles at its business location must include the business address in its listings.
  - h. Residence listings of clergymen, professors, professional people, military or naval officers may, for purposes of identification, include designation of title.
  - i. All applications for listings of every kind shall be made by the customer or authorized agent. Changes, additions and deletions involving any business listing and any residence listing where a charge is involved must be authorized in writing by the customer or customers involved.
  - j. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.
  - k. Service Charges will apply for changes or additional to listings in addition to monthly rates shown above.
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**DIRECTORY AND OPERATOR SERVICES**

**DIRECTORY SERVICE** (Continued)

C. CONDITIONS (Continued)

2. Published Directories

- a. The conditions for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers.
- b. Alphabetical telephone number directories are furnished by the Utility as an aid to the use of its services. These directories are usually published once each year on date varying with the exchanges included with each directory.
- c. The Utility will furnish to its customers without charge only such directories as it deems necessary for the efficient use of the service. Additional directories will be furnished at the discretion of the Utility at a cost to the Utility.
- d. Directories furnished without charge to the customer remain the property of the Utility and must be surrendered or destroyed when a new issue is delivered.

3. Foreign Listing

- a. A foreign listing may be furnished for customers requesting their listing be included in a directory alphabetical section other than the serving utility. The charges will be those specified under Rates and Charges.

4. Foreign Exchange Listing

- a. A Foreign Listing may be furnished for customers located in an exchange not served by the Utility who wish a listing in the Utility's alphabetical directory.

5. Additional Listing

- a. Additional listings appear in the alphabetical section only at the above rates.
  - b. Additional listings may be furnished with residence service for others who are members of the customer's domestic establishment and who occupy the same premises.
  - c. Business additional listings may be the owner or employee of a business, officer of the corporation, another name by which the business is known, or another way of listing the same name.
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**DIRECTORY AND OPERATOR SERVICES**

**DIRECTORY SERVICE** (Continued)

C. CONDITIONS (Continued)

5. Additional Listing (Continued)

- d. When an additional listing involves the name of a member of a firm, or an officer of a corporation or a trade name, the listing may include a tieback reference to the name of the firm or corporation and may include the same business designation as the primary listing.
- e. An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premises stations located on other premises occupied by the customer.
- f. The charges for additional and joint user listings begin with the day they are entered in the information records or when such listings are included in the directory. They may not be discontinued until the end of the directory period unless the listed person or concern vacates the customer's premises or becomes a customer to primary service in his own name within the same exchange or unless the customer's service is discontinued.
- g. In the event a joint user is removed, any additional listings associated with the joint user will also be removed.

6. Cross-Reference Listing

- a. A cross-reference listing shows no telephone number, but merely says to "see" the customer's main listing. It provides a cross-reference back to the main listing.

7. Line of Information

- a. A line of information is merely a line of additional information about a business of a descriptive nature, such as "division of...", "formerly...", etc.

8. Reference Listing

- a. Reference listings include reference information such as "or...", "if no answer call...", "after 5:00 p.m. call...", etc., in addition to another telephone number.

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**DIRECTORY AND OPERATOR SERVICES**

**OPERATOR SERVICES**

A. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

1. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

2. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

3. Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

4. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

5. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

6. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

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**DIRECTORY AND OPERATOR SERVICES**

**OPERATOR SERVICES** (Continued)

B. RATES AND CHARGES

	<u>Per Call</u>
Operator Assisted Station to Station	\$1.50
Collect	\$1.50
Operator Assisted Person to Person	\$3.50
Operator Assisted Time and Charges	\$1.50
Operator Assisted – Corrections	\$2.00
Billed to Third Number	\$1.50

**BUNDLED SERVICES**

**SMALL BUSINESS ADVANTAGE**

A. APPLICABILITY

Applicable to business customers requesting Small Business Advantage.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Small Business Advantage as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines; a combination of enhanced calling features and price-listed services.

2. Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business lines  
Basic Call Forward  
Call Transfer  
Caller ID with Name  
Access Line Hunting (ALH) Service (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail  
300 Block of Time Long Distance Minutes provided by Ziply Fiber

3. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business lines  
Basic Call Forward  
Call Transfer  
Caller ID with Name  
Access Line Hunting (ALH) Service (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail  
600 Block of Time Long Distance Minutes provided by Ziply Fiber



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**BUNDLED SERVICES**

**SMALL BUSINESS ADVANTAGE** (Continued)

C. GENERAL (Continued)

4. Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business lines  
Basic Call Forward  
Call Transfer  
Caller ID with Name  
Access Line Hunting (ALH) Service (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail  
900 Block of Time Long Distance Minutes provided by Zply Fiber

5. The following services may be added to the bundle and will be billed on a per feature basis as defined in D.4 preceding.

Additional Features:

\*66 Busy Number Redial  
\*69 Call Return  
Call Forward Busy  
Call Forward No Answer  
Speed Call 8<sup>1</sup> or Speed Call 30  
Priority Call  
Call Waiting/Cancel Call Waiting

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**SMALL BUSINESS ADVANTAGE** (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the Small Business Advantage optional features without incurring the Service Charges.
4. Monthly Rate

Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 300 Minutes	\$64.99
Bundle 2 – Basic Bundle 600 Minutes	\$74.99
Bundle 3 – Basic Bundle 900 Minutes	\$84.99
Additional Features (per feature)	\$1.99

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**BUNDLED SERVICES**

**SMALL BUSINESS ADVANTAGE** (Continued)

E. CONDITIONS

1. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
2. The bundle is offered only under a two-year term commitment and requires a contract.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
  - b. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - c. Early termination liability charges shall apply if the customer cancels the bundle before the end of the contract term. The bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
    1. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$500 for a two-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
      - a. The ratio of the number of months remaining in the contract period multiplied by the Maximum Termination Liability.
      - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.
      - c. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

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**BUNDLED SERVICES**

**SMALL BUSINESS ADVANTAGE** (Continued)

E. CONDITIONS (Continued)

3. The bundle rate will appear as a single line item on the customer's bill.
4. Reserved For Future Use
5. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
6. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
7. In order to receive the long-distance minutes included in the bundles, customers must select the Small Business Advantage long-distance plan of Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, with Northwest Fiber, LLC d/b/a Zply Fiber selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
8. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

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**BUNDLED SERVICES**

**BUSINESS SELECT (Continued)**

A. GENERAL (Continued)

All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Business Select plan shall apply.

B. RATES AND CHARGES

1. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section 2 for a period of sixty (60) days from the effective date of this Price List. The waiver applies to the initial request for a Business Select plan in association with an existing, additional or move from one location to another for a residential or business individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizen Business Select plan.

- a. Service Charges are not applicable for a Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.
- b. Service Charges as specified in Section 2 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Business Select plan.
- c. Existing Business Select customers cannot take advantage of promotions for any of the individual services/features unless specifically allowed by the terms and conditions of the promotion.

2. Business Select plan IS provided at the following rates:

	<u>Monthly Rate</u>
Business Select	
• Per individual flat rate business line (does not include flat rate business line) - Includes choice of five services/features	\$19.95

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**BUNDLED SERVICES**

**FEATURE5 PACK PACKAGE**

A. GENERAL

1. Feature5 Pack Package includes Caller ID Name and Number and, Call Forward <sup>1</sup> features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
2. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
  - Call Waiting/Cancel Call Waiting
  - \*66 Busy Redial
  - \*69 Call Return
  - 3 Way Calling
  - Hunting
  - Speed Call 8 <sup>2</sup>
  - a. Optional Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):

Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
  - b. All rules, regulations and limitations as specified elsewhere in this Price List for the respective service/features requested in the Feature5 Pack Package shall apply.
  - c. A description of services and conditions pertaining to the features as specified in General a., b. and c., preceding are listed in Section 6 of this Price List.

<sup>1</sup> Customers may select their Call Forward features from the following: Basic Call Forward, Call Forward Busy and Call Forward No Answer.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**FEATURE5 PACK PACKAGE** (Continued)

**B. RATES AND CHARGES**

1. The Feature5 Pack Package and the Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
2. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section 2 for a period of ninety (90) days from the time the Feature5 Pack Package is available in the serving Wire Center.
3. Service Charges as specified in Section 2 do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Feature5 Pack Package.
4. Existing Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features unless specifically allowed by the terms and conditions of the promotion.
5. Feature5 Pack Package is provided at the following rates:

	<u>Monthly Rate</u>
Feature5 Pack Package and three additional features	
• Per individual business line - Includes two constants and 3 additional features as specified in A.2 preceding.	\$11.95
Optional Feature5 Pack Basic Voice Mail	
• Per individual business line - Includes Feature5 Pack Package as specified in 2 a., b., and c. preceding.	\$14.95

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**BUNDLED SERVICES**

**CHOICES – Grandfathered as of May 17, 2019**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff where facilities are available.

B. GENERAL

1. Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to either plan may select any or all of the following services/features.

2. Choices - Enhanced Line

- One – Single Party Residential Access line
- Anonymous Call Block/Rejection (ACR)
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>2,3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.



**BUNDLED SERVICES**

**CHOICES – Grandfathered as of May 17, 2019** (Continued)

B. GENERAL (Continued)

3. Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Block/Rejection (ACR)
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>2,3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**CHOICES – Grandfathered as of May 17, 2019** (Continued)

C. RATES AND CHARGES

1. The non-primary EUCL charge is included in the Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Choices bundle offerings.
3. Extended Area Service (EAS) or Local Calling Plan (LCP) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS or LCP additive in addition to the package rate.
4. Service Charges as specified in Section 2 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Choices bundle.
5. A \$10.00 non-recurring credit per line will be issued to the customer for each Choices Package ordered during an initial installation or when moving an existing line.
6. Choices packages are provided at the following rates:

	<u>Monthly Rate</u>
Choices - Enhanced Line	\$30.00
Choices - Enhanced Line with Second Line	\$65.00

**BUNDLED SERVICES**

**CHOICES – Grandfathered as of May 17, 2019** (Continued)

D. CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the company's Price List.
3. Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the Choices bundles without a Service Order Charge.
5. Customers may change the Choices bundles without incurring a Service Order Charge.
6. The Choices bundles include an allowance for ten free local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

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**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS**

A. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing Small Business Solutions as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. GENERAL

Small Business Solutions are package offerings available to one-party business customers and include, as described below, either one or two business access lines, Call Forward Busy, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

1. Bundle 1 – Enhanced Line with Voice Mail
  - a. One Business Access Line, including Call Forward Busy and Call Forward No Answer.
  - b. Voice Mail
  - c. Dial-up Internet Service (Non-regulated)
  - d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)
2. Bundle 2 – Enhanced Line with Voice Mail
  - a. One Business Access Line, including Call Forward Busy and Call Forward No Answer.
  - b. Voice Mail
  - c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
  - d. DSL Max Internet Service (Non-regulated)
  - e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)

**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

B. GENERAL (Continued)

3. Bundle 3 – Enhanced Line with Second Line
    - a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer.
    - b. Voice Mail (Non-regulated) and Message Waiting Indication
    - c. Dial-up Internet Service (Non-regulated)
    - d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)
  
  4. Bundle 4 – Enhanced Line with Second Line
    - a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer.
    - b. Voice Mail (Non-regulated) and Message Waiting Indication
    - c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
    - d. DSL Max Internet Service (Non-regulated)
    - e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)
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**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

B. GENERAL (Continued)

5. Bundle 5 – Enhanced Line with Second Line
  - a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer.
  - b. Voice Mail (Non-regulated) and Message Waiting Indication
  - c. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
  - d. 512 Kbps Business DSL Internet Service (Non-regulated)
  - e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)
6. Bundle 6 – Enhanced Line with Second Line
  - a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer.
  - b. Voice Mail (Non-regulated) and Message Waiting Indication
  - c. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
  - d. 1 Mbps Business DSL Internet Service (Non-regulated)
  - e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle. (Federal and State Tariffed or Price-Listed)
7. Bundle 7 - Enhanced Line without Voice Mail
  - a. One Business Access Line, including Call Forward Busy and Call Forward No Answer

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**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

B. GENERAL (Continued)

8. Optional Services

The following services may be added to any of the bundles above:

a. Select5

Choice of five of the following:

Caller ID with Name/Caller ID Number Only  
Basic Call Forward <sup>1</sup>  
Call Waiting  
Speed Call 8 <sup>3</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Redial  
\*69 Call Return  
Hunting <sup>2</sup>

b. Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

Caller ID with Name  
Caller ID Number Only  
Basic Call Forward <sup>1</sup>  
Call Waiting  
Speed Call 8 <sup>3</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Redial  
\*69 Call Return  
Hunting <sup>2</sup>

<sup>1</sup> In the Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer. "Basic Call Forward" is the name for "Call Forward" in some markets. They are functionally the same.

<sup>2</sup> In the Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability. Call Forward Busy cannot be used with Hunting.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

B. GENERAL (Continued)

8. Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

- c. Conference on Demand (Non-regulated)
- d. Webexchange (Non-regulated)
- e. Free one-inch Yellow Pages advertisement (Non-regulated)

C. RATES AND CHARGES and CHARGES

- 1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundles.
- 2. Service Charges apply if the customer switches from a bundle to an unbundled service.
- 3. Service Charges do not apply if the customer switches to another Small Business Solutions bundle of greater value.
- 4. The customer may add or delete the services or features of the Select5 package without incurring a Service Charges.



**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

C. RATES AND CHARGES and CHARGES (Continued)

5. Monthly Rates

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1 – Enhanced Line with Voice Mail	\$56.00	\$52.00	\$48.00
Bundle 2 – Enhanced Line with Voice Mail	\$80.00	\$76.00	\$72.00
Bundle 3 – Enhanced Line with Second Line	\$86.00	\$82.00	\$76.00
Bundle 4 – Enhanced Line with Second Line	\$112.00	\$106.00	\$100.00
Bundle 5 – Enhanced Line with Second Line	\$138.00	\$126.00	\$116.00
Bundle 6 – Enhanced Line with Second Line	\$210.00	\$190.00	\$170.00
Bundle 7 – Enhanced Line without Voice Mail	\$24.44	\$24.32	\$24.20
	<u>Monthly Rate</u>		
Select5	\$9.95		
Select5 With Voice Mail	\$12.95		

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**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

D. CONDITIONS

1. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the Price List rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early Termination Liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
    1. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the bundle rate under the contract and the bundle rate under a contract of the longest available term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the company's Price List. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

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**BUNDLED SERVICES**

**SMALL BUSINESS SOLUTIONS** (Continued)

D. CONDITIONS (Continued)

2. The bundles are offered only under one-year, two-year, and three-year term contracts.  
(Continued)
  - d. Early Termination Liability (Continued)
    2. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
    3. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
    4. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
3. The Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
4. The Select5 package is available only in association with a Small Business Solutions bundle.
5. The bundle rate will appear as a single line item on the customer's bill.
6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
8. In order to receive the long-distance minutes included in the bundles, customers must select the LD long-distance plan of Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, with Northwest Fiber, LLC d/b/a Ziplly Fiber selected at least as their InterLATA Primary Interexchange Carrier.

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS**

A. APPLICABILITY

Applicable to business customers requesting Business Connections.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing Business Connections as said exchanges are defined on the maps contained the Exchange & Network Services Tariff.

C. GENERAL

Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Basic Call Forward, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

1. Bundle 1

- a. One Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
- b. Voice Mail – Business Deluxe
- c. High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non- regulated)
- d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tarriffed)
- e. White Page Bold Ad (Non-regulated)

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

C. GENERAL (Continued)

2. Bundle 2

- a. One Business Access Line, including Call Forward, and Caller ID with Name
- b. Voice Mail – Business Deluxe
- c. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
- d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tarrified)
- e. White Page Bold Ad (Non-regulated)

3. Bundle 3

- a. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
- b. Voice Mail – Business Deluxe
- c. High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
- d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Zply Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tarrified)
- e. White Page Bold Ad (Non-regulated)
- f. Two-Line Business Set (Non-regulated)
- g. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

C. GENERAL (Continued)

4. Bundle 4

- a. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
- b. Voice Mail – Business Deluxe
- c. High Speed Internet Service and 10 Email Boxes (Non-regulated)
- d. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
- e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle. (Federally Price-Listed and State Tarriffed)
- f. White Page Bold Ad (Non-regulated)
- g. Two-Line Business Set (Non-regulated)
- h. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

5. Bundle 5

- a. Two Business Access Line, including Basic Call Forward and Caller ID with Name
- b. Voice Mail – Business Deluxe
- c. High Speed Internet Service and 10 Email Boxes (Non-regulated)
- d. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes plus a Wireless Router (Non-regulated)
- e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tarriffed)
- f. White Page Bold Ad (Non-regulated)
- g. Two-Line Business Set (Non-regulated)
- h. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

C. GENERAL (Continued)

6. Bundle 6
  - a. Two Centrex lines, including the following features.
  - b. The included features are:
    - Call Forward Busy/No Answer
    - Call Transfer
    - Caller ID with Name
    - Hunting
    - 3 Way Calling
    - Abbreviated Dialing (Where Available)
  - c. Voice Mail – Business Deluxe
  - d. High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
  - e. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tariffed)
  - f. White Page Bold Ad (Non-regulated)
  - g. Two-Line Business Set (Non-regulated)
  - h. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

C. GENERAL (Continued)

7. Bundle 7

- a. Two Centrex lines, including the following features.

Call Forward Busy/Call Forward No Answer  
Call Transfer  
Caller ID with Name  
Hunting  
3 Way Calling  
Abbreviated Dialing (Where Available)

- b. Voice Mail – Business Deluxe

- c. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (non-regulated)

- d. One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month per bundle (Federally Price-Listed and State Tariffed)

- e. White Page Bold Ad (Non-regulated)

- f. Two-Line Business Set (Non-regulated)

- g. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)



**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

C. GENERAL (Continued)

8. Optional Services

a. The following services may be added to Bundles 1-5 described above:

1. Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting  
Speed Call 8 <sup>1</sup> or Speed Call 30  
3 Way Calling  
\*69 Call Return  
\*66 Busy Number Redial  
Hunting  
Call Forward Busy/No Answer

2. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

b. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

1. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting  
Speed Call 8 or  
Speed Call 30  
\*69 Call Return  
\*66 Busy Number Redial  
Call Forward Busy/No Answer

2. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

D. RATES AND CHARGES

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another bundle of greater value.
- d. The customer may add or delete the services or features of the Optional Business Feature Package without incurring a Service Charge.

e. Monthly Rates

1. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

D. RATES AND CHARGES (Continued)

a. Monthly Rates (Continued)

b.	Optional Features	Monthly Rate
1.	Optional Business Feature Package, per line	\$9.99
2.	Optional Centrex Features, per line	\$1.99
3.	Voice Mail:	
	Additional Voice Mail Box	\$6.99
	More than 8 Voice Mail Boxes, per Mail Box	\$3.99

E. CONDITIONS

- a. The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
1. If the Price List rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

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**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

E. CONDITIONS (Continued)

- b. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
- 4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
  - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that will be no greater than \$250 for a one year term, \$500 for a two year term and \$750 for a three year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
    - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
    - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- d. The Optional Business Feature Packages associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- e. The Optional Business Feature Package is available only in association with a Business Connections bundle.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

**BUNDLED SERVICES**

**BUSINESS CONNECTIONS** (Continued)

E. CONDITIONS (Continued)

- h. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- i. In order to receive the long-distance minutes included in the bundles, customers must select the LD long-distance plan of Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, selected as their Primary Interexchange Carrier.
- j. The business access line does not include Key lines or PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.
- k. Business Connections cannot be used in association with a key system or a PBX service.
- l. In the Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.

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**BUNDLED SERVICES**

**DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/Call Forward No Answer  
Unlimited Extended Area Service

Voice Mail – Residential Basic  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 6.

\*69 Call Return  
\*66 Busy Number Redial  
Speed Call 8<sup>1</sup> or Speed Call 30  
3 Way Calling  
Anonymous Call Block/Rejection (ACR)

Call Trace  
Caller ID with Name  
Call Waiting ID  
Priority Call  
Selective Call Rejection  
Selective Call Acceptance

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019** (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Digital Phone Service bundle is provided at the following rate:

Monthly Rate

Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charges.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

**BUNDLED SERVICES**

**DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019** (Continued)

E. CONDITIONS (Continued)

7. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
  1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.
  2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  4. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Digital Phone service will be temporarily deactivated.
  5. If the customer does not notify the Utility to reactive their Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone features and services will be reactivated and billed at the applicable rates.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.
  8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to business service.



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**BUNDLED SERVICES**

**BUSINESS UNLIMITED SERVICE**

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Business Unlimited Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Unlimited Extended Area Service, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Unlimited Extended Area Service  
Call Forward Busy  
Call Forward No Answer  
Voice Mail - Deluxe Voice Mail  
Caller ID with Name  
Two features from the feature package listed in item 3 following

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**BUNDLED SERVICES**

**BUSINESS UNLIMITED SERVICE** (Continued)

C. GENERAL (Continued)

3. Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item C.

Call Waiting/Cancel Call Waiting	Distinctive Ring
Anonymous Call Block/Rejection (ACR)	Speed Call 30
*66 Busy Number Redial	Speed Call 8 <sup>1</sup>
*69 Call Return	3 Way Calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Priority Call	Hunting
Basic Call Forward	
Basic Voice Mail with 5 Subs and Unified Messaging	
Deluxe Voice Mail with Unified Messaging	

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Business Unlimited Service	\$35.00
Business All In Feature Package	\$4.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**BUSINESS UNLIMITED SERVICE** (Continued)

E. CONDITIONS (Continued)

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Basic Call Forward Service and Foreign Exchange Services.

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**BUNDLED SERVICES**

**DIGITAL PHONE 100 – Grandfathered as of May 17, 2019**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone 100 bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

2. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line  
Extended Area Service Calling  
Speed Call 8 <sup>1</sup>

3. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List.

Basic Call Forward	*69 Call Return
Call Forward Busy	*66 Busy Number Redial
Call Waiting/Cancel Call Waiting	3 Way Calling
Caller ID with Name	Speed Call 30
Caller ID Number Only	Anonymous Call Block/Rejection (ACR)
Call Waiting ID	Anonymous Call Acceptance
	Call Trace

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**DIGITAL PHONE 100 – Grandfathered as of May 17, 2019** (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
2. Digital Phone 100 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone 100	\$18.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Exchange & Network Services Tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

**BUNDLED SERVICES**

**DIGITAL PHONE 100 – Grandfathered as of May 17, 2019 (Continued)**

E. CONDITIONS (Continued)

8. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to business service.
10. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone 100 for a minimum period of one month and up to nine months during a 12-month period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
  - e. The Federal Subscriber Line Charge is included in the monthly rate.
  - f. All applicable taxes and surcharges apply.

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**BUNDLED SERVICES**

**BUSINESS ESSENTIALS**

A. APPLICABILITY

Applicable to Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Essentials bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

2. Features and Services

Flat Rate Business Line

Extended Area Service

Basic Call Forward

Business Basic Voice Mail

One hundred (100) minutes of domestic long-distance service provided by Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, usage per month

Three features from the feature package listed in item 4 following

3. Optional Features Package<sup>1</sup>

Busy Redial

\*69 Call Return

3 Way Calling

Speed Call 8 or Speed Call 30

Basic Call Forward

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

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**BUNDLED SERVICES**

**BUSINESS ESSENTIALS** (Continued)

C. GENERAL (Continued)

4. Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item D.3.

Caller ID with Name	Anonymous Call Block/Rejection (ACR)
Call Waiting/Cancel Call Waiting	*66 Busy Number Redial
Speed Call 30	*69 Call Return
Speed Call 8 <sup>2</sup>	Priority Call
Selective Call Acceptance	Basic Call Forward
Selective Call Rejection	Call Forward No Answer
Basic Voice Mail with Unified Messaging	Distinctive Ring
Basic Voice Mail with 5 Subs	3 Way Calling
Basic Voice Mail with 5 Subs and Unified Messaging	Caller ID Blocking
Deluxe Voice Mail	Call Waiting ID
Deluxe Voice Mail with Unified Messaging	Hunting

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Business Essentials	\$39.99
Optional Features Package <sup>1</sup>	\$3.99
Deluxe Voice Mail <sup>1</sup>	\$2.99
Business All In Feature Package	\$4.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.



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**BUNDLED SERVICES**

**BUSINESS ESSENTIALS** (Continued)

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. The bundle is offered on a month-to-month basis.
4. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.
7. Deluxe Voice Mail will be offered as an add on to this bundle.<sup>1</sup>
8. In order to receive the long-distance minutes included in the bundles, customers must select the Small Business Advantage long-distance plan of Northwest Fiber, LLC d/b/a Ziplly Fiber Oregon Price List, with Northwest Fiber, LLC d/b/a Ziplly Fiber, selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

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**BUNDLED SERVICES**

**SELECT <sup>3</sup>**

A. GENERAL

- Select plans provide a flat rate residential access line and/or services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.
- Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Waiting
- Caller ID <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Distinctive Ring
- Speed Call 8
- 3 Way Calling
- \*69 Call Return
- \*66 Busy Number Redial
- Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Block/Rejection (ACR)
- Call Forward
- Call Waiting
- Caller ID <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Selective Call Rejection
- Distinctive Ring
- Speed Call 8 <sup>2</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- Message Center Service – Basic

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> Select and Select Plus Services have been Grandfathered as of August 5, 2003.

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**BUNDLED SERVICES**

**SELECT**<sup>1</sup> (Continued)

A. GENERAL (Continued)

All rules, regulations and limitations as specified elsewhere in this Price List for the respective services/features requested in a Select plan shall apply.

B. RATES AND CHARGES

1. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section 2 for a period of sixty (60) days from the effective date of this Price List. The waiver applies to the initial request for a Select plan in association with an existing, additional or move from one location to another for a residential or business individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Select plan.

- a. Service Charges are not applicable for a Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.
- b. Service Charges as specified in Section 2 of this Price List do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- c. Existing Select plan customers cannot take advantage of promotions for any of the individual services/features unless specifically allowed by the terms and conditions of the promotion.

2. Select plans are provided at the following rates:

	<u>Monthly Rate</u>
Select	
• Per individual flat rate residence line – Includes choice of up to 7 services/features	\$24.95
Select Plus	
• Per individual flat rate residence line – May select any or all services/features	\$28.95

<sup>1</sup> Select and Select Plus Services have been Grandfathered as of August 5, 2003.

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**BUNDLED SERVICES**

**DIGITAL PHONE BRONZE\*<sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Bronze bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line, Unlimited Extended Area Service and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line  
Call Waiting/Cancel Call Waiting  
Call ID Plus Name  
Unlimited Extended Area Service

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 6.

Basic Call Forward  
\*69 Call Return  
\*66 Busy Number Redial  
Speed Call 8 or Speed Call 30  
3 Way Calling

\* This bundle was previously called Digital Phone Essentials.

<sup>1</sup> This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

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**BUNDLED SERVICES**

**DIGITAL PHONE BRONZE\* <sup>1</sup>** (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Digital Phone Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>
Digital Phone Bronze	\$19.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99
Voice Mail –add on:	
• Basic Voice Mail	\$3.99
• Deluxe Voice Mail	\$4.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Price List rates.
4. Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

\* This bundle was previously called Digital Phone Essentials.

<sup>1</sup> This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

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**BUNDLED SERVICES**

**DIGITAL PHONE BRONZE\* <sup>1</sup>** (Continued)

E. CONDITIONS (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. No discounts will be given to customers that do not use all the features or have some features turned off.
7. The bundle is offered on a month to month.
8. The bundle will appear as a single line item on the bill.
9. Voice Mail will be offered as an add on to this bundle.
10. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
11. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone Bronze for a minimum period of one month and up to nine months during a 12-month period.
  - a. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.
  - b. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - c. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

\* This bundle was previously called Digital Phone Essentials.

<sup>1</sup> This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

**BUNDLED SERVICES**

**DIGITAL PHONE BRONZE\* <sup>1</sup>** (Continued)

F. CONDITIONS (Continued)

11. (Continued)

- d. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Digital Phone Bronze service will be temporarily deactivated.
- e. If the customer does not notify the Utility to reactive their Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
- f. This service does not change any other terms and conditions of the product.
- g. All applicable taxes and surcharges apply.

\* This bundle was previously called Digital Phone Essentials.

<sup>1</sup> This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

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**BUNDLED SERVICES**

**DIGITAL PHONE PLUS SERVICE-2010 <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Plus bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. The Digital Phone Plus Service-2010 is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/Call Forward No Answer  
Unlimited Extended Area Service

Voice Mail – Residential Basic  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 6.

\*69 Call Return  
\*66 Busy Number Redial  
Speed Call 8 or Speed Call 30  
3 Way Calling  
Anonymous Call Block/Rejection (ACR)

Call Trace  
Caller ID  
Call Waiting ID  
Priority Call  
Selective Call Rejection  
Selective Call Acceptance

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.



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**BUNDLED SERVICES**

**DIGITAL PHONE PLUS SERVICE-2010**<sup>1</sup> (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of the bundle.
3. Digital Phone Plus Service-2010 is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Plus Service-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone Plus Service-2010 includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. The custom calling features and voice mail service included in the Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE PLUS SERVICE-2010** <sup>1</sup> (Continued)

E. CONDITIONS (Continued)

6. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
7. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.
8. The bundle is offered on a one, two or three year term.
  - A. If the Price List rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - B. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A Utility may not use this contract change provision to change term-contract rates or charges.
  - C. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone Plus Service-2010 for a minimum period of one month and up to nine months during a 12-month period.
  - A. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.
  - B. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - C. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

**BUNDLED SERVICES**

**DIGITAL PHONE PLUS SERVICE-2010** <sup>1</sup> (Continued)

E. CONDITIONS (Continued)

11. (Continued)

- D. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Digital Phone service will be temporarily deactivated.
- E. If the customer does not notify the Utility to reactive their Digital Phone Plus Service-2010 before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Digital Phone Plus features and services will be reactivated and billed at the applicable rates.
- F. This service does not change any other terms and conditions of the product.
- G. All applicable taxes and surcharges apply.

- 12. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to business service.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS 1-2010 <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Digital Phone Essentials 1-2010 service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone Essentials 1-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Basic Call Forward
Call Waiting/Cancel Call Waiting	3 Way Calling
Call Waiting ID	

3. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 6.

Call Forward Busy	Selective Call Rejection
Call Forward No Answer	Selective Call Acceptance
Caller ID with Number	Call Trace
*69 Call Return	Voice Mail
*66 Busy Number Redial	Deluxe Voice Mail
Speed Call 30	

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS 1-2010**<sup>1</sup> (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of the bundle.
3. Digital Phone Essentials 1-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Essentials 1-2010	\$28.99
Unlimited Feature Pack	\$4.99
Stay Connected Seasonal Service	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Digital Phone Essentials 1-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS 1-2010**<sup>1</sup> (Continued)

E. CONDITIONS (Continued)

7. No discounts will be given to customers that do not use all the features or have some features turned off.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Stay Connected Seasonal Offering allows the customer to suspend their Digital Phone Essentials 1-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
  - A. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.
  - B. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - C. The applicable Service Connection Charges listed in Section III will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - D. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Digital Phone Essentials 1-2010 service will be temporarily deactivated.
  - E. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - F. This service does not change any other terms and conditions of the product.
  - G. All applicable taxes and surcharges apply.
  - H. The Federal Subscriber Line Charge is included in the monthly rate.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone State with Essentials 1-2010 service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone State with Essentials 1-2010 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Service and Voice Mail.

2. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	3 Way Calling
Caller ID with Name	*66 Busy Number Redial
Basic Call Forward	*69 Call Return
Call Waiting ID	
Speed Call 8	
Voice Mail	

3. Feature Packages

The following features may be added to the bundle at the rates listed in item D.3 following.

Speed Call 30  
Selective Call Acceptance  
Selective Call Rejection  
Call Trace

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE** <sup>1</sup> (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Digital Phone State with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone State with Essentials 1-2010	\$33.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Exchange & Network Services Tariff rules.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.



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**BUNDLED SERVICES**

**DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE** <sup>1</sup> (Continued)

E. CONDITIONS

7. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
8. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
9. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone State with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - D. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone State with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - E. The Federal Subscriber Line Charge is included in the monthly rate.
  - F. This service does not change any other terms and conditions of the product.
  - G. All applicable taxes and surcharges apply.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Calling and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

2. Basic Bundle

Flat Rate Access Line	3 Way Calling
Extended Area Calling	*66 Busy Number Redial
Call Forward Busy/Call Forward No Answer	Speed Call 8
Caller ID with Name	*69 Call Return
Call Waiting/Cancel Call Waiting	10 free DA Calls
Voice Mail with Message Waiting Indication	Caller ID Number Only

3. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in item D.3 following.

Speed Call 30  
Call Forward Busy/Call Forward No Answer  
Selective Call Acceptance  
Selective Call Rejection

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE** <sup>1</sup> (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Nationwide with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Exchange & Network Services Tariff rules.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>** (Continued)

E. CONDITIONS (Continued)

7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - D. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - E. The Federal Subscriber Line Charge is included in the monthly rate.
  - F. This service does not change any other terms and conditions of the product.
  - G. All applicable taxes and surcharges apply.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Extended Area Calling and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

2. Basic Bundle

Two Flat Rate Access Lines	3 Way Calling
Extended Area Calling	*66 Busy Number Redial
Call Forward Busy/Call Forward No Answer	Speed Call 8
Caller ID with Name	*69 Call Return
Caller ID Number Only	10 free DA Calls
Voice Mail with Message Waiting Indication	Call Waiting/Cancel Call Waiting

3. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in item D.3 following.

Speed Call 30  
Call Forward Busy/Call Forward No Answer  
Selective Call Acceptance  
Selective Call Rejection

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>** (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Nationwide Extra with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the price List.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Exchange & Network Services Tariff rules.
7. The bundles are offered on a month to month.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE <sup>1</sup>** (Continued)

E. CONDITIONS

8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
11. The custom calling features and voice mail service included in the Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.
12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - D. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - E. The Federal Subscriber Line Charge is included in the monthly rate.
  - F. This service does not change any other terms and conditions of the product.
  - G. All applicable taxes and surcharges apply.

<sup>1</sup> This service offering has been Grandfathered as of July 14, 2012.

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**BUNDLED SERVICES**

**SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup>**

A. APPLICABILITY

Applicable to Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Simply Unlimited Service-Leader bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

Simply Unlimited Service-Leader is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

1. Basic Bundle

Flat Rate Business Line  
Call Forward Busy/Call Forward No Answer  
Unlimited Extended Area Service  
Voice Mail – Deluxe Voice Mail  
Caller ID with Name  
Eight features from the feature package listed below

2. Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>2</sup> or Speed Call 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection (ACR)	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Rejection
Special Call Acceptance	

<sup>1</sup> This service offering is limited to existing subscribers.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.



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**BUNDLED SERVICES**

**SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup> (Continued)**

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Simply Unlimited Service-Leader Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month basis.
10. Bundles four through twelve are given an additional discount.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup> (Continued)**

**E. RATES AND CHARGES**

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4-12 lines)	\$33.99
Business All In Feature Package	\$4.99

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

**BUNDLED SERVICES**

**BUSINESS METRO SERVICE**

A. APPLICABILITY

Applicable to Single Party Business flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Business Metro service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Line Bundle:

Flat Rate Business Line  
Caller ID with Name  
Call Waiting  
Basic Call Forward  
Basic Voice Mail with Message Waiting Indication

3. Add-on Feature Pack:

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 30  
Basic Call Forward

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**BUNDLED SERVICES**

**BUSINESS METRO SERVICE** (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
2. Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
a. Business Metro Bundle	\$39.99
b. Add-on Feature Pack	\$3.99
c. Upgrade to Deluxe Voice Mail	\$2.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. The bundle is offered on a monthly basis.
4. Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. The customer may add or delete the services or features of the package bundle without incurring a Service Charge.

**BUNDLED SERVICES**

**BUSINESS METRO SERVICE** (Continued)

E. CONDITIONS (Continued)

6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
7. Service Charges apply if the customer switches from a bundle to an unbundled service.
8. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
9. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
10. Customer must designate Northwest Fiber, LLC d/b/a Zply Fiber, as their primary interexchange carrier for both their Intra and InterLATA long distance services and select the Company's Business Metro long-distance plan for each bundle ordered.
11. Deluxe Voice Mail will be offered as an add-on to this bundle.
12. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Basic Call Forward Service and Foreign Exchange Services.

**BUNDLED SERVICES**

**UNLIMITEDOR – Grandfathered as of May 17, 2019**

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the UnlimitedOR service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. The UnlimitedOR is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

2. The Basic Line Bundle includes the following:

One Flat Rate Residential Line  
Extended Area Service Calling  
Call Waiting/Cancel Call Waiting

3. The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List:

Call Forward	*69 Call Return
Basic Call Forward	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
Call Waiting/Cancel Call Waiting	Speed Call 30
Caller ID Number Only	Anonymous Call Block/Rejection (ACR)
Caller ID With Name	Anonymous Call Acceptance
Call Waiting ID	Call Trace

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**BUNDLED SERVICES**

**UNLIMITEDOR – Grandfathered as of May 17, 2019 (Continued)**

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
2. UnlimitedOR is provided at the following rates:

	<u>Monthly Rate</u>
UnlimitedOR	\$28.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Exchange & Network Services Tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

**BUNDLED SERVICES**

**UNLIMITEDOR – Grandfathered as of May 17, 2019 (Continued)**

E. CONDITIONS (Continued)

8. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to business service.
10. Stay Connected Seasonal Offering allows the customer to suspend the UnlimitedOR Service while they are away, a minimum of one month and up to nine months during a 12 period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Froniter UnlimitedOR bundle and services will be reactivated and billed at the applicable rates.
  - e. The Federal Subscriber Line Charge is included in the monthly rate.
  - f. All applicable taxes and surcharges apply.



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**BUNDLED SERVICES**

**ONEVOICE**

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing OneVoice Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Basic Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Caller ID
Call Forward Busy/Call Forward No Answer	Anonymous Call Block/Rejection (ACR)
Unlimited Extended Area Service	Basic Call Forward
Voice Mail - Basic	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

Premium Feature Package

*69 Call Return	Voice Mail - Enhanced
Call Transfer	Selective Call Forward
*66 Busy Number Redial	Selective Call Acceptance
Priority Call	Selective Call Rejection
Speed Call 30	

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**BUNDLED SERVICES**

**ONEVOICE** (Continued)

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Basic Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

E. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

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**BUNDLED SERVICES**

**COMMERCIAL VOICE UNLIMITED <sup>1</sup>**

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. GENERAL

Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is in the appropriate FCC tariff.

Basic Bundle

Single Party Flat Rate Access Line  
Basic Call Forward  
Call Forward Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
Call Waiting ID  
3 Way Calling  
Hunting

C. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**COMMERCIAL VOICE UNLIMITED <sup>1</sup>** (Continued)

C. CONDITIONS (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Basic Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one or two year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

D. RATES AND CHARGES

1. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**BUSINESS NATIONWIDE UNLIMITED SERVICE I <sup>2</sup>**

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Nationwide Unlimited Service I as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/Call Forward No Answer  
Unlimited Extended Area Service  
Voice Mail – Deluxe Voice Mail  
Caller ID with Name  
Eight features from the feature package listed below

3. Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>1</sup> or Speed Call 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection (ACR)	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

<sup>2</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**BUSINESS NATIONWIDE UNLIMITED SERVICE I** <sup>1</sup> (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Business Nationwide Unlimited Service I bundle	\$66.99
Additional Bundle	\$56.99
Business All In Feature Package	\$4.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Exchange & Network Service Tariff.
5. Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**BUSINESS NATIONWIDE UNLIMITED SERVICE I**<sup>1</sup> (Continued)

E. CONDITIONS (Continued)

6. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
9. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Basic Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. Up to eleven additional bundles can be purchased at a discount rate.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**BUSINESS LOCAL UNLIMITED I <sup>2</sup>**

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Local Unlimited I as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

2. Basic Bundle

Flat Rate Business Line  
Unlimited Extended Area Service  
Three features from the Business All in Feature package listed below

3. Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>1</sup> or Speed Call 30	Caller ID with Name
Distinctive Ring	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Block/Rejection (ACR)	Basic Call Forward
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Basic Voice Mail	Selective Call Rejection
	Deluxe Voice Mail

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

<sup>2</sup> This service offering is limited to existing subscribers as of February 14, 2018.



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**BUNDLED SERVICES**

**BUSINESS LOCAL UNLIMITED I**<sup>1</sup> (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Business Nationwide Unlimited Service I is provided at the following rate:

Monthly Rate

Business Local Unlimited I bundle	\$42.99
Optional Features Package	\$4.99

E. CONDITIONS

1. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Exchange & Network Services Tariff.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

**BUNDLED SERVICES**

**BUSINESS LOCAL UNLIMITED I**<sup>1</sup> (Continued)

E. CONDITIONS (Continued)

7. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
8. Customers purchasing the Business All In Feature Package may select any or all of the features listed in that package.
9. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual price List monthly rates.

<sup>1</sup> This service offering is limited to existing subscribers as of February 14, 2018.

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**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS**

A. GENERAL

The Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customers can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Basic Call Forward
*66 Busy Number Redial	Speed Call 8 <sup>1</sup> or 30
*69 Call Return	Call Forward Busy
Anonymous Call Block/Rejection (ACR)	Priority Call
Basic or Deluxe Voicemail	Selective Call Rejection

B. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price List rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Exchange & Network Services Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS** (Continued)

B. CONDITIONS (Continued)

6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Exchange & Network Services Tariff.
12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - E. The cost of the service includes the Subscriber Line Charge.

**BUNDLED SERVICES**

**DIGITAL PHONE ESSENTIALS** (Continued)

B. CONDITIONS (Continued)

12. (Continued)

- F. This service does not change any other terms and conditions of the product.
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
- 3. Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Essentials	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

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**BUNDLED SERVICES**

**DIGITAL PHONE UNLIMITED (Challenger)**

A. GENERAL

The Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Speed Call 8 <sup>1</sup> or 30
Anonymous Call Block/Rejection (ACR)	3 Way Calling
Call Forward Busy	Selective Call Rejection
Deluxe Voice Mail	Priority Call

B. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price List rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Exchange & Network Services Tariff rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**DIGITAL PHONE UNLIMITED (Challenger) (Continued)**

B. CONDITIONS (Continued)

5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Exchange & Network Services Tariff.
13. Stay Connected Seasonal Offering allows the customer to suspend the (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

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**BUNDLED SERVICES**

**DIGITAL PHONE UNLIMITED (Challenger) (Continued)**

B. CONDITIONS (Continued)

13. (Continued)

- D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- E. The cost of the service includes the Subscriber Line Charge.
- F. This service does not change any other terms and conditions of the product.
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Nonrecurring Service Order Charges as specified in the Exchange & Network Services Tariff P.U.C. OR. No. 4, Section 2 do not apply.
- 3. Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99



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**GENERAL SERVICES**

**DIRECT INWARD DIALING SERVICE (DID)**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff where facilities are available.

B. RATES AND CHARGES

DID TRUNKS (One-Way, In Only)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
1) BASIC - DID Trunks Required 2 Trunk Increment <sup>2</sup> (Section III, Sch. 1)	<sup>1</sup>	(2 x Multi-Line Business Rate) <sup>2</sup>
2) PREMIUM CHARGE Each 2 Trunks	\$83.00	\$47.00

<sup>1</sup> Applicable Service Charges shown in Section 2.

<sup>2</sup> DID Service is available in 2 trunk increments only. The rate is comprised of two Multi-Line Business rates plus the premium charge shown above.

DID NUMBERS

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
100 DID Numbers or less	\$120.00 <sup>3</sup>	\$25.00

Installation Charges:

<sup>3</sup> There will be a charge of \$50.00 each time activation of reserved DID numbers is required subsequent to initial installation.

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**GENERAL SERVICES**

**DIRECT INWARD DIALING SERVICE (DID)**

C. CONDITIONS

1. DID Service will be provided from central offices where equipment and operating conditions and facilities permit.
2. The following conditions apply to the DID trunks:
  - A. DID trunks are equipped for one-way inward service only and all trunks in a trunk group serving DID station lines must be equipped for DID Service.
  - B. The customer must subscribe to a sufficient number of trunks to insure traffic Service Standards as determined by the Company.
  - C. When trunks other than DID trunks are furnished to a customer with DID Service, those trunks must be in a separate trunk group from the DID service trunks.
3. The following conditions apply to the DID numbers:
  - A. The assignment of telephone numbers and sequence of numbers assigned to this service are made at the discretion of the Company.
  - B. DID Service will be offered in a minimum block of 100 numbers where facilities and operating conditions permit. After the minimum block of 100 is reserved, additional numbers may be ordered. A customer may place numbers in reserve for future growth at the rates shown above. Since DID Service does not require the use of sequential numbers, it is not necessary to reserve numbers for future growth unless sequential numbers are desired.
4. Customer-provided premises equipment must comply with regulations for customer-provided facilities and equipment as stated in 47 CFR § 68.1 et al..
5. Directory Listings will be furnished subject to the Rates and Conditions for business additional listing as found in Section 3. Customers are responsible for timely notification of changes, additional and deletions of numbers to meet the schedule requirements of the Company's directory.
6. The minimum contract period for Direct Inward Dialing is three years. The termination liability will be 36 times the monthly rate and will be reduced by 1/36 for each month in service.

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**GENERAL SERVICES**

**EMPLOYEE TELEPHONE CONCESSION SERVICE**

I. APPLICABILITY

Applicable to all regular full-time and regular part-time employees that reside within the utility's exchange areas.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the Exchange & Network Services Tariff.

III. RATES AND CHARGES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

IV. CONDITIONS

1. Provisions of this section will be administered within the guidelines established by the utility.
2. Eligible employees are regular full-time and regular part-time<sup>1</sup> employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
4. Any retired employee of the utility that is receiving an employee telephone concession in accordance with any existing or grandfathered Tariff or Price List service(s) shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
5. The telephone concession program is not available to any employee that retires on or after July 1, 2001.

<sup>1</sup> A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

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**GENERAL SERVICES**

**FOREIGN EXCHANGE SERVICE**

A. TERRITORY

Available in the Myrtle Creek exchange as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. AVAILABILITY

Foreign exchange service is available only to customers located in the local Myrtle Creek exchange receiving individual line service from the contiguous foreign Roseburg (679) exchange. (See Condition Nos. 11 and 12.)

C. RATES AND CHARGES

The charge for foreign exchange service will be the total of the following items:

1. The basic access line rate of the foreign exchange (serving exchange) for the class and grade of service provided. Only individual line service is available to new applicants for service after the effective date of this Price List.
2. A monthly service charge, indicated below, which consists of a rate for residential service equal to the rate of 75 minutes undiscounted toll calling between the local company's rate center and the rate center of the serving company's exchange. From that base, add 2 to 1 ratio for business; 3 to 1 for key telephone lines; and 4 to 1 for PBX trunks. (Note: This amount will change with each rate adjustment in intrastate toll granted by the Oregon Public Utilities Commissioner).
3. Local Exchange Mileage - the airline distance from the customer's primary location to the nearest point on the common boundary of the local and foreign exchange, per month:

Each line, per 1/4 mile or fraction thereof:

	<u>Rate Per Month</u>
One-Party	\$4.00

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**GENERAL SERVICES**

**FOREIGN EXCHANGE SERVICE** (Continued)

D. CONDITIONS

1. Foreign exchange service is available only to customers subscribing to one-party service. Existing two-party and suburban foreign exchange customers may continue service at their present location under the rates listed above. No existing foreign exchange customer who has two-party or suburban service will be allowed to move or disconnect and reconnect that service.
2. Foreign exchange service is exchange service furnished from an exchange other than the one in which the customer is located. These foreign exchange facilities will be provided where facilities and operating conditions permit between the two exchanges involved, in a manner to be determined by the Utility.
3. The rates applicable for toll service will be those of the foreign exchange.
4. Rates for supplementary services will be those applicable under the Exchange & Network Services Tariff and/or Price List of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign exchange.
5. Business foreign exchange service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business. Residence foreign exchange service will be furnished for the use of the customer and members of his immediate family only.
6. Foreign exchange service will not be provided in connection with the following:
  - joint user service;
  - public service;
  - PBX systems in hotels, apartment houses, motels or clubs.
7. The Service Charge for foreign exchange service will be that of the local exchange, plus any applicable Service Charges of the foreign exchange.
8. Mileage rates will be figured with each fractional unit computed as a whole unit.
9. Extension stations will be installed in connection with one-party business and one-party residence service on the same premises as the primary station.

**GENERAL SERVICES**

**FOREIGN EXCHANGE SERVICE** (Continued)

D. CONDITIONS (Continued)

10. The rates and charges for service and facilities in the foreign exchange will be those of the serving foreign exchange and are in addition to all applicable rates and charges for foreign exchange service in the local exchange.
11. Foreign Exchange Service is available only to those customers having the service installed or ordered prior to January 1, 1984.
12. Effective October 1, 1985 Business Foreign Exchange Service is withdrawn in its entirety.

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**GENERAL SERVICES**

**INTEREXCHANGE RECEIVING SERVICE**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Rate Per Month</u>
Each interexchange receiving service, per exchange	1	\$7.50

<sup>1</sup> Applicable Service Charges as filed in Section 2.

C. CONDITIONS

1. This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.
2. This service is provided from any of our exchanges for business one-party or business multi-line service (except public telephone service).
3. This service includes the listing of a special number in both the published directory and information records of the exchange or exchanges from which calls are to be accepted. The service may be non-published at the option of the customer.
4. The charges for each message will be billed to the customer of this service at the regular sent-paid station rate.
5. A telephone number designation will be assigned to each service in each exchange in which interexchange receiving service is subscribed for. Only those calls to this number that originate in the exchange in which the service is subscribed for will come within the scope of the service under this section.

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**GENERAL SERVICES**

**LOCAL PRIVATE LINE SERVICE**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

		<u>Installation or Move Charge</u>	<u>Rate Per Month</u>
1.	Each termination of the line	1	\$2.50
2.	Mileage rate (2 wire circuit) Each 1/4 ALM or fraction thereof	-	\$1.70
3.	Mileage rate (4 wire circuit) Each 1/4 ALM or fraction thereof	-	\$3.40

C. CONDITIONS

1. The above rates apply to dedicated, non-switched Voice Grade Channels for the transmission of analog signals with an approximate bandwidth of 300 to 3000 Hz, between two or more customer locations within the same exchange.
2. Service does not include any enhanced signaling or optional features.
3. For Program Audio, narrowband, wideband, Digital Data, High Capacity Private Line Services, or any optional features, conditioning, bridging and multiplexing, rates contained in the Citizens Telecommunications Company of Oregon, LLC Access Services Tariff apply.
4. For Private Line Service furnished jointly with any other telephone company, or between exchanges of the Company, rates and conditions contained in the Citizens Telecommunications Company of Oregon, LLC Access Services Tariff apply.

<sup>1</sup> The appropriate Service Charge as filed in Section 2.



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**GENERAL SERVICES**

**TOUCH CALLING SERVICE**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

		<u>Installation or Move Charge</u>	<u>Rate Per Month</u> <sup>1</sup>
1.	Individual and party line service		
	a. Residence service (1) Each central office line equipped	2	No Charge
	b. Business service (1) Each central office line equipped	2	No Charge

C. CONDITIONS

1. Touch Calling will be provided only where facilities are available.
2. During specific promotional periods, the Service Order and Central Office Connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods.
3. Upon conversion to a digital Centrex Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscribe to Touch Calling Service without incurring Service Charges.

<sup>1</sup> Rates are in addition to those for the class, type and grade of service provided.

<sup>2</sup> Applicable Service Charges as listed in Section 2.

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**GENERAL SERVICES**

**CUSTOMER'S TRANSFER SERVICE**

A. TERRITORY

Available in the Selma exchange only as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES

	<u>Installation <sup>1</sup> or Change Charge</u>	<u>Rate Per Month</u>
Arrangement to divert incoming calls to another preassigned telephone number, including key for activation:		
Each line equipped	\$5.00	\$2.40

C. CONDITIONS

1. Customer's Transfer Service is furnished in order to allow a customer to divert calls to another predetermined local number. The transfer of a customer's calls to a residence or business telephone of a different customer will require written approval from that customer.
2. The transfer service is operated by a key located at the premises of the customer whose calls are to be transferred.
3. Customer's Transfer Service is available only in the Selma exchange where facilities and operating conditions permit, and is available only to customers with one-party service. The terminating station cannot be a public telephone and must be located in the same exchange.
4. The furnishing of transfer service may require the changing of a customer's telephone set and/or telephone number.
5. Rates above are in addition to the rates for the class of service provided. A change in the programmed number may be made by the Utility at the customer's request and requires an Installation or Change Charge.

<sup>1</sup> Plus Service Order charge in Section 2.

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**GENERAL SERVICES**

**CONNECTION WITH CUSTOMER-PROVIDED AND MAINTAINED FACILITIES**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES

1. Service call due to the connection of customer-provided or maintained facilities.

Each Service Call <sup>1</sup> :	<u>Charge</u>
- per hour for the first hour	\$30.00
- each 1/4 hour thereafter	\$7.50

(<sup>1</sup> See General Provisions C.2.b.)

C. GENERAL PROVISIONS

1. General

Terminal equipment and communications systems provided by the Customer may be connected at the Customer's premises to facilities of the Company where such connections are made in accordance with the provisions of this Price List and 47 CFR § 68.1 et al.

2. Responsibility of the Customer

- a. The Customer shall be responsible for the installation, operation and maintenance of all terminal equipment, communications systems and inside wire.
- b. The Customer shall be responsible for the payment of a Service Call charge as provided under B above, for visits by a Company employee to the Customer's premises when a service difficulty or trouble report results from the use of Customer-provided facilities. The Company assumes no responsibility for the maintenance of customer-provided facilities.

**GENERAL SERVICES**

**DIGITAL CHANNEL SERVICE (DCS)**

A. APPLICABILITY

Applicable to Intrastate IntraLATA Digital Channel Service (DCS), furnished or made available by this Utility between its points and points reached over facilities of connecting companies. Digital Channel Service is furnished only if the necessary service components are available.

B. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge</u> <sup>1</sup>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$195.00	\$570.00	\$530.00
Digital Transport Facility	\$815.00	\$270.00	\$250.00
DS1 Channel Mileage (1.544 Megabit/Sec)			
Fixed	See Citizens	See Citizens	
Per Mile or Fraction Thereof	Telecommunications Company of Oregon, LLC Access Service Tariff Section 17.3.8	Telecommunications Company of Oregon, LLC Access Service Tariff Section 17.3.8	
Direct Inward Dialing Numbers	See Section 5	See Section 5	
Subscriber Line Charge per DS0	Not Applicable	See Ziplly Fiber FCC Tariff 1	

<sup>1</sup> Service Charges outlined in Section 2 of Local Service also apply.

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**GENERAL SERVICES**

**DIGITAL CHANNEL SERVICE (DCS) (Continued)**

D. GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

E. TYPES OF DIGITAL CHANNEL SERVICE

1. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant.

2. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

3. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing (DID) is furnished in accordance with the Direct Inward Dialing in Section 5.

**GENERAL SERVICES**

**DIGITAL CHANNEL SERVICE (DCS) (Continued)**

F. TERMS AND CONDITIONS

1. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

2. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

3. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

4. Service From a Foreign Central Office

Interoffice (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

5. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

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**GENERAL SERVICES**

**DIGITAL CHANNEL SERVICE (DCS)** (Continued)

F. TERMS AND CONDITIONS (Continued)

6. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

7. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

8. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

9. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

10. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

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**GENERAL SERVICES**

**ACCESS LINE HUNTING SERVICE**

A. APPLICABILITY

Access Line Hunting (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

B. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

	Non-Recurring Programming <u>Charge</u> (Per Group)	Monthly Recurring <u>Charge</u>
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

D. CONDITIONS

1. The rate for each access line arranged for ALH is in addition to the regular access line rate. In Digital Central Offices, ALH charges are applicable to Multi-Line Hunting, Circular Hunting, Directory Number Hunting or other type of hunting arrangements.
2. The non-recurring programming charge applies to the establishment, change to or from, or to rearrange ALH service and, is in addition to the applicable Service Charge identified in Section 2.



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**GENERAL SERVICES**

**PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS**

A. APPLICABILITY

Applicable to services provided on facilities that extend to a high voltage environment, i.e., electric power generating, switching and distributing locations, require high voltage protection whenever hazardous voltages of 1000V peak-asymmetrical or greater appear on those facilities due to Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system. The high voltage protection objectives on Company services and facilities at these locations are as follows:

1. Minimize electrical hazards to personnel engaged in construction, operation, maintenance and use of telecommunications service.
2. Limit electrical damage to telecommunications equipment, cable and wire facilities.
3. Provide the required service continuity and integrity of telecommunications transmission as specified by the customer.

B. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

These rates and charges apply per access line and do not include equipment cabinets or mounting arrangements, which may be provided by the Company at additional costs or by the customer.

<u>SERVICE</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
<u>Type 1 Class B Service</u>		
2 Wire (8 Line Capacity. 1st Line)	\$102.80	\$255.00
Per Line, Lines 2-8	\$25.00	\$80.00
4 Wire non-metallic (4 Line Capacity 1st Line)	\$205.65	\$260.00
Per line, Lines 2-4	\$25.00	\$88.00

NOTE 1: Each service is equipped with a Power Supply and a 15 KV lighting arrestor.

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**GENERAL SERVICES**

**PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (Continued)**

C. RATES AND CHARGES (Continued)

<u>SERVICE</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
<u>Type 2 Class B Service</u>		
2 Wire (8 Line Capacity, 1st Line)	\$102.80	300.00
Per Line, Lines 2-8	25.00	125.00
<u>Type 3 Class A Service</u>		
2 Wire (8 Line Capacity, 1st Line)	102.80	253.00
Per line, Lines 2-8	25.00	78.00
4 Wire (4 Line Capacity, 1st Line)	205.65	263.00
Per Line, Lines 2-4	25.00	94.00
<u>Type 3 Class B Service</u>		
2 Wire (8 Line Capacity, 1st Line)	102.80	245.00
Per Line, Lines 2-8	25.00	72.00
4 Wire (4 Line Capacity, 1st Line)	205.65	258.00
Per Line, Lines 2-4	25.00	86.00
<u>Type 4 Class A Service</u>		
2 Wire (8 Line Capacity, 1st Line)	102.80	257.00
Per Line, Lines 2-8	25.00	82.00
4 Wire (4 Line Capacity, 1st Line)	205.65	266.00
Per Line, Lines 2-4	25.00	95.00

NOTE 1: Each service is equipped with a Power Supply and a 15 KV lighting arrestor.

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**GENERAL SERVICES**

**PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS** (Continued)

D. GENERAL

1. Responsibility of the customer

The customer shall be responsible for providing to the Utility a completed Form 223, "Design Information for Power Industry Channels," which includes the following:

- a. The maximum return (line fault) current under worst case single-phase fault conditions at each location where telecommunications services are requested.
- b. The type, quantity and projected forecast of each service required at a given location, including those required by contractors or any other temporary service needs, in accordance with the definitions given in General 1.e following.
- c. The Service Performance Objective Classification (See Condition 3) for each service in accordance with the definitions following.
- d. The technical data needed by the Utility to determine the method of protection required at each service location. This data includes, but is not limited to, the ground grid area, impedance of the station ground grid to remote earth, X/R ratio of the power system at the probable point of fault, fault current diagrams and maps of major power feeder routes.
- e. Changes in the information provided in Applicability preceding will require written notification, with a revised form 223. These changes shall be provided, as they occur to permit reevaluation, redesign, implementation and tests of the required modified or new protection method.

2. Responsibility of the Utility

- a. The Company, working in conjunction with the customer, shall determine the proper methods of protection required to achieve the objectives set forth in General 1.a. The method of protection for every service in a cable shall be coordinated by the Utility to be compatible with the protection provided for the most critically important service in that cable.
- b. Metallic facilities for dc continuity are offered only where existing facilities and operating conditions permit. There is no guarantee that facilities with dc continuity will continue to be available.

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**GENERAL SERVICES**

**PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS (Continued)**

D. GENERAL (Continued)

3. Protection Service Types - Protection services which the Utility offers are identified according to the following types:
  - a. Type 1 - Services requiring ac and dc transmission used for basic exchange telephone service.
  - b. Type 2 - Private line services requiring dc transmission, used for pilot wire protective relaying or dc tripping.
  - c. Type 3 - Private line services requiring ac transmission only, used for telemetering, supervisory control, data, etc.
  - d. Type 4 - Private lines services requiring ac transmission only, used for audio tone protective relaying.

E. CONDITIONS

1. Interruptions or outages of telecommunications circuits serving electric power substations may occur for physical reasons such as cable damage due to extraordinarily heavy storm loading, a vehicle striking and breaking a utility pole, a cable cut, a lightning strike, or acts of nature. Circuit failures caused by such events cannot be prevented and the Company expressly states that provision of the service provided in this section cannot preclude such service outages as may occur due to the above mentioned circumstances.
2. Interruptions or outages due to the effects (GPR and/or induction) of faults in the customer's power generating, transmission and/or distribution systems are minimized through the installation and maintenance of high voltage protection service which is designed to operate in a fault-produced electrical environment.

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**GENERAL SERVICES**

**PROTECTION SERVICES FOR HIGH VOLTAGE ENVIRONMENTS** (Continued)

E. CONDITIONS (Continued)

3. Because of the customer's needs for service continuity during power system faults on some types of telecommunications services provided to power stations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunications services provided to power stations.
  - a. Class A - Non-interruptible service performance (must function before, during and after the power fault condition) for services requiring ac transmission only. Class A service cannot tolerate even a momentary service interruption. Non-tolerable service interruptions include both loss of dependability (failure to deliver a valid trip or control signal) and loss of security (delivery of a false trip or control signal).
  - b. Class B - Self-restoring interruptible service performance (must function before and after the power fault condition) for any service. Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.
4. The company shall provide any required high voltage protection at the customer's premises and at the Utility's CO at rates and charges above. The Utility will inspect and verify the protection when service is established at new or existing customer locations, and at future times as deemed necessary during changes, rearrangements or maintenance.
5. The Utility reserves the right to suspend any service without adequate high voltage protection until adequate protection is provided.

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**GENERAL SERVICES**

**INFORMATION SERVICES CALL BLOCKING**

A. APPLICABILITY

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's residential and single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Information Services Call Blocking as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

The Utility shall, upon request from the customer, provide blocking pursuant to rates below.

The Utility will provide to all residential customers a one-time opportunity to subscribe free of charge to 900 Information Access Services.

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
1. <u>RESIDENCE:</u>		
New Connect, Each Line	N/A	\$0.00
Transfer of Service, Each Line	N/A	\$0.00
Company Initiated Call Blocking, Each Line	N/A	\$0.00
Remove Call Blocking, Each Line	N/A	\$10.00
2. <u>BUSINESS:</u>		
New Connect, Each Line	N/A	\$0.00
Transfer of Service, Each Line	N/A	\$0.00
Company Initiated Call Blocking, Each Line	N/A	\$0.00
Remove Call Blocking, Each Line	N/A	\$15.00

Note: There are no other charges associated with implementing ISCB.

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**GENERAL SERVICES**

**INFORMATION SERVICES CALL BLOCKING (Continued)**

D. CONDITIONS

1. ISCB is available only where facilities are available and technically feasible.
  2. The customer can order ISCB by calling the Utility's business office.
  3. ISCB will be disconnected only if the customer makes a written request to the business office to cancel the service. The customer will be charged the applicable rate(s) as shown in C., Rates and Charges, preceding.
  4. If a customer with ISCB dials a 900 number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.
  5. The Utility shall make a one-time adjustment for 900 charges per customer account if it is established that:
    - a. The calls were made by the customer's minor children without parental consent;
    - b. The calls were not authorized by the customer; or
    - c. The customer was not aware that associated service charges applied.
  6. A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested 900 charges will be adjusted to the date blocking is placed on the customer's line.
  7. The Utility may block access to 900 services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted.
  8. The Utility will not disconnect local exchange service for non-payment of 900 charges. The Utility will inform the customer, by mail, of the financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's line(s) with ISCB.
  9. Selective ISCB is not available.
  10. The Utility will notify each customer when the 900 Service reaches \$100.00 informing the customer that blocking is available.

The Utility may temporarily block access to 900 Service if the 900 Service reaches \$100.00 and the Utility is unable to contact the customer.
  11. ISCB is available to all customers at no charge at the time telephone service is established and for 60 days thereafter. The applicable Remove Call Blocking charge will apply after the 60-day period.
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**GENERAL SERVICES**

**N11 SERVICES**

**211 SERVICE**

A. APPLICABILITY

211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to CC Docket 91-105, Third Report and Order and Order on Reconsideration, FCC 00-256, the 211 code is assigned for access to community information and referral services.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

1. A Business Service Order Charge listed in Section 2 will apply and is in addition to the rates below.
2. A Service Establishment charge will apply per point-to number.
3. 211 subscribers will pay the normal Price List charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 2) used for transporting and terminating messages at the 211 subscriber’s designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.

5. Charges applicable to 211 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00



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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**211 SERVICE** (Continued)

D. CONDITIONS

1. 211 Service is available in the Company's territory only. To provide 211 access to end users in another Local Exchange Telephone Company's (LEC) territory, or to a Competitive Local Exchange Carriers (CLEC) end user, the 211 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 211 code.
3. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Price List for the respective services requested in the 211 Service shall apply.
5. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in Section 3 and/or the Exchange & network Services Tariff, Section IV.
6. Access to 211 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls)
  - 101XXXX

In addition, operator assisted calls to the 211 subscriber will not be completed.
7. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
8. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 6.
9. Calls to the 211 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**211 SERVICE** (Continued)

D. CONDITIONS (Continued)

10. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Oregon Public Utilities Commission.
  11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the Company provisions the service.  
  
If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
  12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
  13. This service is available only where facilities are available and technically feasible.
  14. The 211 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
  15. 211 will be provided under the following conditions:
    - a. The 211 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
    - b. The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
    - c. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**211 SERVICE** (Continued)

D. CONDITIONS (Continued)

15. 211 will be provided under the following conditions: (continued)
  - d. Suspension of 211 Services is not allowed.
  - e. The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
  - f. The Company will provide both oral and written notification when a 211 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
16. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:
  - a. The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
  - b. The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - c. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - d. The 211 subscriber assumes all financial responsibility, according to other specific rates and charges under Price List, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**211 SERVICE** (Continued)

D. CONDITIONS (Continued)

17. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Price List. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**511 SERVICE**

A. APPLICABILITY

511 Service (511) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to CC Docket 91-105, Third Report and Order and Order on Reconsideration, FCC 00-256, the 511 code is assigned for access to travel information services.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

1. A Business Service Order Charge listed in Section 2 will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 511 subscribers will pay the normal Price List charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 2) used for transporting and terminating messages at the 511 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 511 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**511 SERVICE** (Continued)

D. CONDITIONS

1. 511 Service is available in the Company's territory only. To provide 511 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 511 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 511 code.
3. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Price List for the respective services requested in the 511 Service shall apply.
5. Directory listings may be provided for 511 under the terms, conditions, rates and charges specified in Section 3 and/or the Exchange & network Services Tariff, Section IV.
6. Access to 511 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 511 subscriber will not be completed.
7. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
8. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 6.
9. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 Service is not provided will be advised that the service is not available from their number.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**511 SERVICE** (Continued)

D. CONDITIONS (Continued)

10. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Oregon Public Utilities Commission.
11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the Company provisions the service.  
  
If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
13. This service is available only where facilities are available and technically feasible.
14. The 511 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 511.
15. 511 will be provided under the following conditions:
  - a. The 511 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 511 without impairing the Company's general telephone service or telephone plant.
  - b. The 511 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - c. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**511 SERVICE** (Continued)

D. CONDITIONS (Continued)

15. 511 will be provided under the following conditions:
  - d. Suspension of 511 Services is not allowed.
  - e. The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. At the Company's request, the 511 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 511 service.
  - f. The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
16. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:
  - a. The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
  - b. The Company's provision of access to the 511 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - c. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - d. The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under Price List, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.



**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**511 SERVICE** (Continued)

D. CONDITIONS (Continued)

17. The Company may take all legal and practical steps to disassociate it from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Price List. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**811 SERVICE**

A. APPLICABILITY

811 Service (811) is a three-digit local dialing arrangement available to the state's one call notification system for the purpose of providing advance notice of excavation activities to the owners and operators of underground facilities.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. RATES AND CHARGES

1. A Business Service Order Charge listed in Section 2 will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 811 subscribers will pay the normal Price List charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 2) used for transporting and terminating messages at the 811 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 811 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**811 SERVICE** (Continued)

D. CONDITIONS

1. 811 Service is available in the Company's territory only. To provide 811 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carriers (CLEC) end user, the 811 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 811 code.
3. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Price List for the respective services requested in the 811 Service shall apply.
5. Directory listings may be provided for 811 under the terms, conditions, rates and charges specified in Section 3 and/or the Exchange & network Services Tariff, Section IV.
6. Access to 811 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 811 subscriber will not be completed.
7. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
8. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 6.
9. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 Service is not provided will be advised that the service is not available from their number.
10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the Company provisions the service.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**811 SERVICE** (Continued)

D. CONDITIONS (Continued)

11. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
12. This service is available only where facilities are available and technically feasible.
13. 811 will be provided under the following conditions:
  - a. The 811 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 811 without impairing the Company's general telephone service or telephone plant.
  - b. The 811 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - c. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - d. Suspension of 811 Services is not allowed.
  - e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. At the Company's request, the 811 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 811 service.
  - f. The Company will provide both oral and written notification when a 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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**GENERAL SERVICES**

**N11 SERVICES** (Continued)

**811 SERVICE** (Continued)

D. CONDITIONS (Continued)

14. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
  - a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
  - b. The Company's provision of access to the 811 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - c. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under Price List, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
15. The Company may take all legal and practical steps to disassociate it from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Price List. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
17. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**GENERAL SERVICES**

**ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)**

A. APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Customers can visit the website [www.ziplyfiber.com](http://www.ziplyfiber.com) to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

Monthly Rate

Rate for both a paper copy and an electronic bill copy

\$2.00

E. CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in Section 2 do not apply to this service.
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

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**GENERAL SERVICES**

**BUSINESS TRAFFIC STUDY SERVICE**

A. APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

D. RATES AND CHARGES

Set up Charge and first week per access line or trunk group \$60.00

Each additional week per access line or trunk group \$25.00

E. CONDITIONS

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
  - Line or Trunk Study
  - Remote Basic Call Forward Study
  - Multiline Hunt Group Study

**CALLING SERVICES**

**CUSTOM CALLING SERVICE**

A. TERRITORY

All exchanges defined on the exchange area maps contained in the Exchange & Network Services Tariff where required facilities are available.

B. RATES AND CHARGES

1. Individual features, each line

	<u>Installation or Change Charge<sup>1</sup></u>	<u>Rate Per Month</u>	<u>Pay Per Use</u>
Call Waiting/Cancel Call Waiting - Residential	\$5.00	\$3.50	
Call Waiting/Cancel Call Waiting- Business	\$5.00	\$4.50	
3 Way Calling- Residential	\$5.00	\$2.90	\$0.50
3 Way Calling- Business	\$5.00	\$2.90	\$0.50
Basic Call Forward	\$5.00	\$2.90	
Call Forward Busy	\$5.00	\$2.90	
Call Forward No Answer-Residential	\$5.00	\$2.90	
Call Forward No Answer-Business	\$5.00	\$2.90	
Call Forward Busy/No Answer-Residential	\$5.00	\$2.40	
Call Forward Busy/No Answer-Business	\$5.00	\$2.90	
Speed Call 8 <sup>2</sup>	\$5.00	\$2.40	
Speed Call 30	\$5.00	\$5.00	
Distinctive Ring	\$5.00	\$5.00	
Remote Call Forward (RCF)	\$5.00	\$16.50	

Rate Per Month  
Residence   Business

2. Four feature packages, each line

a. Call Waiting/Cancel Call Waiting,  
Basic Call Forward, 3 Way Calling and

(1)	Speed Call 8 <sup>2</sup>	\$5.00	\$4.95	\$6.95
(2)	Speed Call 30	\$5.00	\$6.95	\$8.95

<sup>1</sup> Plus Service Order Charge as shown in Section 2.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.



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**CALLING SERVICES**

**CUSTOM CALLING SERVICE** (Continued)

C. CONDITIONS

1. Custom Calling Service requires special central office equipment and will be provided only where (facilities are available and is available only to customers subscribing to one-party service.
2. Custom Calling Service will not be provided in connection with Coin Lines or Multi-Line Business Service.
3. Custom Calling Service features may be provided to customers with either rotary dial telephones or Touch Calling Service.
4. The quality of transmission of calls which are on 3 Way Calling may vary depending on the distance and the routing necessary to complete each call; therefore, normal transmission is not guaranteed on a three-way call.
5. With Basic Call Forward Service, calls may be forwarded within the local service area only.
6. Description of Service

a. Call Waiting/Cancel Call Waiting.

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

b. 3 Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

c. Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to

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**CALLING SERVICES**

**CUSTOM CALLING SERVICE** (Continued)

C. CONDITIONS (Continued)

6. Description of Service (Continued)

d. Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

e. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

f. Speed Call 8<sup>1</sup>

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

g. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity

h. Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**CALLING SERVICES**

**CUSTOM CALLING SERVICE** (Continued)

C. CONDITIONS (Continued)

6. Description of Service (Continued)

i. Remote Call Forward (RCF)

Allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party receiving the automatically forwarded call.

(1) Remote Call Forward Service will be provided subject to the following limitations:

- a. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.
- b. The RCF customer must be located beyond the local calling area of the exchange where the RCF number is furnished.
- c. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.
- d. RCF Service is not suitable for satisfactory transmission of data.
- e. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.
- f. The Basic Call Forward feature of Custom Calling Services or another RCF Service is not intended to be offered by the Company or another Company as a feature at the answering location.
- g. The Company will not provide identification of the calling party number to the RCF customer.

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**CALLING SERVICES**

**CUSTOM CALLING SERVICE** (Continued)

C. CONDITIONS (Continued)

6. Description of Service (Continued)

i. Remote Call Forward (RCF) Service (Continued)

(1) (Continued)

- h. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in Section 3.
- i. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- j. Remote Call Forward Service cannot be used for toll by-pass.
- k. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.
- l. The minimum contract period for RCF Service is one month.
- m. RCF Service is not allowed for international calls.

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**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. DESCRIPTION OF SERVICE

1. Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

2. \*66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)** (Continued)

A. DESCRIPTION OF SERVICE (Continued)

3. \*69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

4. Caller ID Number Only<sup>1</sup>

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)** (Continued)

A. DESCRIPTION OF SERVICE (Continued)

5. Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

6. Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

7. Caller ID Blocking - per line

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

8. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

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**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)** (Continued)

A. DESCRIPTION OF SERVICE (Continued)

9. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

10. Call Waiting ID

Call Waiting ID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call-waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

11. Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone



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**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)**

**B. CONDITIONS**

1. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to residential and business customers.
2. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
3. Operator assisted calls are designed to override the feature calls for emergency purposes.
4. Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.
5. The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and \*69 Call Return services and other similar services identified in this Price List. Some calls may not display name and/or number information and/or \*69 Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and \*69 Call Return or other similar services identified in this Price List.

**CALLING SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)**

**C. RATES AND CHARGES**

1. The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per Line		Usage – Per Call	
	Residence	Business	Residence	Business
	Rate	Rate	Rate	Rate
Anonymous Call Block/Rejection (ACR)	\$3.50	\$4.00		
*66 Busy Number Redial	\$2.00	\$3.50	\$1.25 <sup>3</sup>	\$1.25 <sup>3</sup>
*69 Call Return	\$2.95	\$4.00	\$1.25 <sup>4</sup>	\$1.25 <sup>3</sup>
Caller ID Number Only <sup>5</sup>	\$7.50	\$8.50		
Caller ID with Name	\$8.50	\$10.49		
Caller ID Blocking (per call)			\$0.00	\$0.00
Caller ID Blocking (per line)	\$0.00	\$0.00		
Selective Call Rejection	\$3.50	\$4.50		
Priority Call	\$2.00	\$3.50		
Call Waiting ID	\$0.50	\$0.50		
Selective Call Acceptance	\$3.50	\$4.50		
CLASS Value PAK <sup>1</sup>	\$9.95	\$11.95		
CNAM Value PAK <sup>2</sup>	\$10.95	\$13.95		

2. Non-recurring service charges:
- a. For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Order Charge - Initial and Central Office Connection Charges for new access line (Section 2).
  - b. For any single or group of CLASS Services taken as an addition to an in-service access line see Service Order Charge - Subsequent (Section 2).
  - c. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply to subsequent changes (see Service Order Charge - Subsequent (Section 2)). Charges do not apply to Law Enforcement and Domestic Violence Agencies.

<sup>1</sup> includes Caller ID, \*69 Call Return, and Anonymous Call Block/Rejection

<sup>2</sup> includes Caller ID with Name, \*69 Call Return, and Anonymous Call Block/Rejection

<sup>3</sup> The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.

<sup>4</sup> The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month.

<sup>5</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER**

A. APPLICABILITY

Applicable to residence and business service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Message Center service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

Message Center is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

D. REGULATIONS

1. Message Center service is furnished only from digital central offices that have been equipped to provide this feature.
2. Message Center is subject to applicable service order charges.
3. Call Waiting takes precedence over Basic Call Forward and Call Forward Busy No Answer to a Voice Mail mailbox.

E. DESCRIPTION

1. Message Center service is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
2. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.
3. Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

E. DESCRIPTION (Continued)

3. Residential Mailbox Packages (Continued)

a. Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification <sup>1</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

b. Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging
- Message Notification <sup>1</sup>: Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- \*69 Call Return/Live Reply
- Web Portal Access

<sup>1</sup> This feature works within Voicemail box's on the same platform.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

E. DESCRIPTION (Continued)

3. Residential Mailbox Packages (Continued)

c. Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging <sup>1</sup>:
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- \*69 Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

4. Residential Voice Mail – Optional Applications

- Alternative ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

- Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provided Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling. Customers will also have the ability to forward voice mail messages to an email address and have a personal address book.

<sup>1</sup> This feature works within Voicemail box's on the same platform.

**VOICE MAIL SERVICE**

**MESSAGE CENTER** (Continued)

E. DESCRIPTION (Continued)

5. Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

a. Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging <sup>1</sup>
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

<sup>1</sup> This feature works within Voicemail box's on the same platform.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER** (Continued)

E. DESCRIPTION (Continued)

5. Business Mailbox Packages (Continued)

b. Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging <sup>1</sup>
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- \*69 Call Return/Live Reply
- Web Portal Access

c. Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

<sup>1</sup> This feature works within Voicemail box's on the same platform.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER** (Continued)

E. DESCRIPTION (Continued)

5. Business Mailbox Packages (Continued)

d. Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging <sup>1</sup>
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

<sup>1</sup> This feature works within Voicemail box's on the same platform.



**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

E. DESCRIPTION (Continued)

5. Business Mailbox Packages (Continued)

e. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer <sup>1</sup>

6. Business Voice Mail --Optional Applications

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

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<sup>1</sup> If Remote Basic Call Forward (RCF) is used instead of Call Forward Busy/Call Forward No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

E. DESCRIPTION (Continued)

7. Feature Descriptions

\*69 Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

E. DESCRIPTION (Continued)

7. Feature Descriptions (Continued)

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved or deleted. The ability to manage voice mail settings and Pin via the Web is also included.

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**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

**F. RATES AND CHARGES**

1. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Residential Packages</u>	
-Basic Voice Mail	\$6.99
-Deluxe Voice Mail	8.99
-Deluxe Voice Mail with Subs	8.99
 <u>Business Packages</u>	
-Basic Voice Mail	\$9.99
-Deluxe Voice Mail	13.99
-Basic Voice Mail with Subs	12.99
 Business Optional Applications	
-Announcement Only	\$7.95
-Message Routing	9.95
 Add-On Feature	
-Alternate ID <sup>1</sup>	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

<sup>1</sup> Per each additional set of 3 numbers.

**VOICE MAIL SERVICE**

**MESSAGE CENTER (Continued)**

F. RATES AND CHARGES (Continued)

2. The following monthly discounts are in addition to any applicable charges for main telephone service: <sup>1</sup>

Business Voice Mail Term and Volume Discounts

<b>Quantity</b>	<b>Tier</b>	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$3.00	\$5.00	\$7.00	\$9.00
25 - 49 Boxes	2	\$13.00	\$18.00	\$24.00	\$29.00
50 - 99 Boxes	3	\$37.00	\$48.00	\$59.00	\$70.00
100-200 Boxes	4	\$97.00	\$119.00	\$142.00	\$164.00
200 Plus Boxes		ICB <sup>2</sup>	ICB <sup>2</sup>	ICB <sup>2</sup>	ICB <sup>2</sup>

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in F.1., preceding for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

<sup>1</sup> The term and volume discounts are grandfathered to existing customers at existing locations. All other customers will be offered discounts on an Individual Case Basis (ICB).

<sup>2</sup> Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE**

A. APPLICABILITY

Applicable to business customers, at the option of the customer, requiring access line service from the Utility.

B. TERRITORY

Within all exchange areas as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

Digital Centrex Service is a central office based touch calling service provided for business customers from the Utility's suitably equipped digital central office facilities. This central office service offering is an alternative to, or an enhancement of, customer multi-line systems.

Digital Centrex Service consists of access lines, intragroup calling lines, and optional feature packages plus an assortment of optional features. Centrex service does not include any customer premises equipment.

Digital Centrex equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Digital Centrex Services are provided using single party business access lines in conjunction with intragroup calling service lines for additional stations in the Digital Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all of the access lines in a Digital Centrex group are busy, the intragroup calling service lines may be used for calling station to station or to activate features within the group.

The number of Digital Centrex Service lines which will be allowed to access the network at any given time can be restricted by Virtual Facility Group software and will be determined by the individual customer's requirements.

**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

D.	<u>RATES AND CHARGES</u>	<u>Monthly Rate</u>
1.	Access Line, each line (Unrestricted Outside Access)	Rate Applicable To Business One Party Listed In Local Service Rates and Charges, Section 2.
2.	Intragroup Calling Service Lines, 2 or more, each line	\$13.84
3.	Features	
a.	Basic Feature Package - This package is available to business customers with 2-30 lines. It consists of a standard package of features plus three (3) additional line feature choices. Available features are listed in Condition 10.a.	
1.	<u>Number of Lines</u>	<u>Monthly Rate</u>
	2-6 lines, per line	\$6.50
	7-12 lines, per line	\$5.50
	13-30 lines, per line	\$4.00
2.	Additional Features, per feature, per line	\$0.75
b.	Enhanced Feature Package - This package is available to customers with two or more lines. It consists of a standard package of features plus four (4) additional line features. Available features are listed in Condition 10.b.	
1.	<u>Number of Lines</u>	<u>Monthly Rate</u>
	2-6 lines, per line	\$7.00
	7-12 lines, per line	\$6.00
	13-30 lines, per line	\$3.50
2.	Additional Features, per feature, per line	\$0.75

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

D. RATES AND CHARGES (Continued)

3. Features (Continued)

	<u>Monthly Rate</u>
c. Other Available Features:	
Meet-Me Conference, per system	ICB
Alternate Routing, per line	\$1.50
Message Detail Recording, per system	ICB
Virtual Facilities Group	\$0.75
Line Arranged for Electronic Business Set	\$1.50 <sup>1</sup>
d. Feature rates are applicable to both Digital Centrex Service access lines and intragroup calling service lines, except the virtual facilities group rate which applies only to those lines designated as access lines. The virtual facilities group rate does not apply if the customer requests the same number of access lines as stations.	

E. CONDITIONS

1. Digital Centrex Services require special central office equipment and will be provided only where there is available central office equipment as determined by the Utility. Service area is limited to equipment manufacturer's specifications. Not all features are available from all central office locations. Digital Centrex Service is limited by the Utility's construction requirements.
2. Explanation of Terms
  - a. Intragroup Calling Service Lines - Lines designated as restricted lines, which provide communication paths for calls within the customer locations.
  - b. Virtual Facility Group (VFG) - A software package, which simulates a trunk group, such that the number of Digital Centrex lines which have access to the network, at any one time, is restricted.
  - c. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position is located.
  - d. Secondary Service Location - Each different premises of the same customer, not within the primary location, serviced by one or more stations of the same system. Stations in secondary locations may be serviced by primary or remote switching equipment. Remote switching equipment will be used where it is more economical than extending lines from the primary switching equipment.

<sup>1</sup> This feature is not included in any feature package.



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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

3. Digital Centrex Service:
  - a. Is furnished for a minimum period and/or charge of three months.
  - b. Requires that a customer subscribe to a minimum of two Digital Centrex service lines.
  - c. Requires that customer lines are equipped with touch calling service for all digital Centrex service lines.
  - d. Access line requirements will be based on the individual customer's traffic requirements.
  - e. Requires that customer premises equipment is compatible with the service and equipment offered by the Utility.
  - f. Some features are incompatible with each other.
4. Directory Listings - The Utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Section 3 and/or the Exchange & Network Services Tariff, Section IV.
5. Remote Switching
  - a. If remote units are required to provide switch capabilities for Intragroup Calling Service Line purposes, they may be located on the customer's premises and will require suitable space which may include provisions for atmospheric control. Atmospheric control encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 65 to 85 degrees Fahrenheit, and (3) relative humidity of 20% minimum and 55% maximum.
  - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
  - c. Any remote units and all system cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.
  - d. In addition to the access line and intragroup calling service line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Utility's central office, will be established on an individual basis.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

6. Service Charges as set forth in Section 2 apply to this service.
7. Intragroup calling service line rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.
8. Limitations of Liability - Provisions covering limitation of liability and allowance for interruption in service are set forth in the Exchange & network Services Tariff, Section II, General Regulations.
9. Line Features - Line features are those Centrex conveniences assigned to each line. Each line can have a unique configuration of Centrex conveniences. All lines at a minimum must include either the basic feature package or the enhanced feature package. Additional features can be added to feature packages.
  - a. Basic Feature Package - This package is available to business customers with 2-30 lines. It consists of a standard package of features plus three (3) additional line feature choices.
    1. Standard Features
      - Automatic Identification of Outward Dialing
      - Call Forward - All Calls
      - Call Pick-Up
      - Call Transfer
      - Direct Inward Dialing
      - Direct Outward Dialing
      - End to End Signaling
      - Station to Station Calling
      - Three-Way Conference
      - 911 Emergency Service Dialing

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

9. Line Features (Continued)

a. Basic Feature Package (Continued)

2. Line Feature Choices (Choice of Any Three)

Call Forward - Busy  
Call Forward - No Answer  
Call Hold  
Call Pick-Up Groups  
Call Waiting - All Calls  
Cancel Call Waiting  
Consultation Hold  
Distinctive Ring

3. Other Optional Features

Automatic Line  
Common Control Switching Arrangement  
Denied Originating  
Denied Terminating  
Directory Number Hunt - Distributed  
Directory Number Hunt - First  
Directory Number Hunt - Sequential  
Flexible Intercept  
Group Speed Call  
Individual Speed Call - Long List  
Individual Speed Call - Short List  
Local Only  
Manual Line  
Restrict Outgoing - Full  
Restrict Outgoing - Semi  
Special Services Facilities Access  
Toll Restricted Service

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

9. Line Features (Continued)

b. Enhanced Feature Package - This package is available to business customers with two or more lines. It consists of a standard package of features plus four (4) additional line features.

1. Standard Features

Automatic Identification of Outward Dialing  
Call Forward - All Calls  
Call Pick-Up  
Call Transfer  
Direct Inward Dialing  
Direct Outward Dialing  
End to End Signaling  
Station to Station Calling  
Three-Way Conference  
911 Emergency Service Dialing

2. Line Feature Choices (Choice of Any Four)

Call Forward - Busy  
Call Forward - No Answer  
Call Forward - Remote Access  
Call Hold  
Call Park  
Call Pick-Up Groups  
Call Waiting - All Calls  
Call Waiting - Incoming  
Cancel Call Waiting  
Consultation Hold  
Dial Call Waiting  
Distinctive Ring  
Inhibit Call Waiting  
Make Station Busy

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

9. Line Features (Continued)

b. Enhanced Feature Package (Continued)

3. Other Optional Features  
Automatic Line  
Call Forward - Busy Intragroup  
Call Waiting - Intragroup  
Call Waiting - Originating  
Common Control Switching Arrangement  
Customer Assignable Screening Options  
Denied Originating  
Denied Terminating  
Dictation Access and Control  
Directed Call Pick-Up - Any Station  
Directed Call Pick-Up - Barge In  
Directed Call Pick-Up - Non Barge In  
Directory Number Hunt - Circular  
Directory Number Hunt - Distributed  
Directory Number Hunt - First  
Directory Number Hunt - Sequential  
Directory Number Hunt - Stop Hunt  
Flexible Intercept  
Group Speed Call  
Individual Speed Call - Long List  
Individual Speed Call - Short List  
Local Only  
Loudspeaker and Radio Paging Access  
Manual Line  
Restrict Outgoing - Full  
Restrict Outgoing - Semi  
Ring Again  
Special Services Facilities Access  
Toll Restricted Service  
Virtual Facilities Group

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions

- a. ALTERNATE ROUTING - Specifies a secondary treatment for a call in case the call is blocked while attempting the primary completion treatment.
- b. AUTOMATIC IDENTIFICATION OF OUTWARD DIALING (AIOD) - AIOD allows a business to track chargeable calls for cost allocation by creating a record of billable calls placed and the line(s) originating the call(s).
- c. AUTOMATIC LINE - This feature provides an automatic connection between a line that goes off-hook and a preassigned directory number.
- d. CALL FORWARD - ALL CALLS - Permits all incoming (intragroup and direct inward dialed) calls automatically forwarded to a preassigned directory number.
- e. CALL FORWARD - BUSY - Provides the capability to automatically forward incoming calls destined to a busy line to a predetermined line within the same customer group.
- f. CALL FORWARD BUSY - INTRAGROUP - Provides the capability to automatically forward intragroup calls (those which originate and terminate within the group) destined to a busy line to another predetermined line within the same customer group.
- g. CALL FORWARD - NO ANSWER - Allows a terminating call to an idle line to be forwarded automatically to a preassigned directory number if the call is not answered within a preselected number of rings.
- h. CALL FORWARD - REMOTE ACCESS - Enables subscribers to activate and deactivate, Call Forward - All Calls, from any phone that allows them to dial into their central office.
- i. CALL HOLD - Allows a subscriber to place one call on hold for any length of time, provided neither party goes on hook.
- j. CALL PARK - Allows and attendant and/or subscriber to "park" calls against a specific subscriber's directory number.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- k. CALL PICK-UP - Permits subscriber to answer incoming calls to another line by dialing a feature activation code.
- l. CALL PICK-UP GROUPS - Provides the ability to have up to 50 multiple call pick up groups.
- m. CALL WAITING - ALL CALLS - Informs a subscriber who is on an established call that a third party either from within or outside the customer group is trying to reach the subscriber.
- n. CALL WAITING - INCOMING - Informs a subscriber who is on an existing call that a third party from outside the customer group is trying to reach the subscriber.
- o. CALL WAITING - INTRAGROUP - Informs a subscriber who is on an existing call that a third party from within the customer group is trying to reach the subscriber.
- p. CALL WAITING - ORIGINATING - Provides call waiting tones to be imposed automatically by the originating station.
- q. CANCEL CALL WAITING - Allows the subscriber to prevent, on a per call basis, both Dial Call Waiting and Call Waiting from imposing Call Waiting tones on the subscriber's line.
- r. CIRCULAR HUNT (CIRC) - Hunting starts with the line associated with the dialed number of the hunt group and continues over all the lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.
- s. COMMON CONTROL SWITCHING ARRANGEMENT (CCSA) - Enables subscribers to gain access to the CCSA, a state and federal government private network, by using special access codes and dialing patterns.
- t. CONSULTATION HOLD - Permits a subscriber on an active call to retrieve a waiting call or perform Three-Way Conference/Call Transfer just by flashing the switchhook.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- u. CUSTOMER ASSIGNABLE OPTIONS 1-4 - Allows the design of up to four options of selective screening of outgoing calls for certain lines.
- v. DENIED ORIGINATED - A line restricted from originating calls. An off-hook routes all attempted calls to a preassigned directory number. Calls terminating to a subscriber's line with this feature are processed in a normal manner unless other restrictions apply.
- w. DENIED TERMINATING - A line that cannot receive any terminating calls. All incoming calls are routed to a preassigned directory number. Originating calls from this line are processed in a normal manner unless other restrictions apply.
- x. DIAL CALL WAITING - Allows the subscriber to originate a call to a busy line within the same group and impose Call Waiting on that line when the subscriber does not have any of the Call Waiting options assigned to the line.
- y. DICTIONATION ACCESS AND CONTROL - Provides access to using dual tone multifrequency (DTMF) signaling only to customer-provided dictation-recording equipment by dialing an access code.
- z. DIRECTED CALL PICK-UP - ANY STATION - A call to a line assigned this option can be picked up by any other member of a group. This feature can be performed from any line regardless of whether the line has directed call pick-up barge in or non-barge in assigned to it.
- aa. DIRECTED CALL PICK-UP BARGE IN - Permits a subscriber to answer a call that is ringing any other line within the same customer group. If the called station has already answered the call by the time the instigating station has completed the pick-up sequence, the instigating station may barge-in to the answered call and be connected into a three-way call.
- ab. DIRECTED CALL PICK-UP NON BARGE-IN (DCPU) - Permits a subscriber to answer a call that is ringing any other line within the same customer group.



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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- ac. DIRECT INWARD DIALING (DID) - Allows incoming calls from the exchange network to reach a specific customer line without attendant assistance. The calling party dials the seven digit directory number to reach a specific line.
- ad. DIRECT OUTWARD DIALING (DOD) - Allows lines within a customer group to place calls to the exchange network, without assistance, by dialing an access code, receiving a second dial tone, and then dialing the external number.
- ae. DIRECTORY NUMBER HUNT - A call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines.
- af. DISTINCTIVE RING - Produces a different ringing cadence for intragroup and direct inward dialed calls.
- ag. DISTRIBUTED HUNT - Hunting starts at the line in the group which follows the last line to which a call was completed and continues over all lines in a hunt group until all the lines are covered once or the call is completed to an idle line, whichever occurs first. Distributed Hunt is normally used when an equal call distribution is required.
- ah. END TO END SIGNALING - Permits a subscriber, while in the talking state, to send dual tone multifrequency signals (DTMF) to the other end by using the dial pad of suitably equipped customer premise equipment.
- ai. FIRST HUNT - Hunting starts with the first line in the hunt group regardless of the directory number dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever comes first.
- aj. FLEXIBLE INTERCEPT - Allows for the automatic rerouting of calls that cannot be completed because of equipment, imposed restrictions on the line, or dialing irregularities.
- ak. GROUP SPEED CALL - Allows two or more subscribers within a customer group to have access to the same Speed Call list.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- al. INDIVIDUAL SPEED CALL - LONG LIST - Allows a subscriber to store up to thirty frequently dialed numbers so that they can be dialed automatically by using a two-digit code.
- am. INDIVIDUAL SPEED CALL - SHORT LIST - Allows a subscriber to store up to eight frequently dialed numbers so that they can be dialed automatically by using a single digit code.
- an. LINE ARRANGED FOR ELECTRONIC BUSINESS SET: Centrex line arranged for the use of customer provided Electronic Business Sets.
- ao. LINE HUNTING, STOP HUNT - Can be assigned to one or more lines in a hunt group. When this key-operated feature is activated, hunting stops at the line that is assigned this feature.
- ap. LOCAL ONLY - Lines that receive calls only from lines connected to the customers Centrex service. All other calls are intercepted and routed to a reorder tone or special intercept announcement, if provided. Originating calls are processed in a normal manner.
- ap. LOUDSPEAKER AND RADIO PAGING ACCESS - Allows stations and attendants to access customer-provided loudspeaker paging equipment.
- ar. MESSAGE DETAIL RECORDING - Provides in station message detail record format (as established by the Utility) a record of chargeable and non-chargeable calls originating from the customer. Provided only where Utility facilities permit.
- as. MAKE STATION BUSY - Allows the subscriber by dialing an access code to make a line or group of lines busy to incoming calls. Originating service is not affected.
- at. MANUAL LINE - Provides an automatic connection between an operator and a calling subscriber who goes off-hook.
- au. MEET-ME CONFERENCE - Allows subscribers to hold a conference on, and up to, a ten-party conference bridge by dialing a directory number at a specified time.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- av. OFF-PREMISE LINES - Digital Centrex service permits stations that are not located on the main premises of a business to still be configured within the same customer group and receive all features that are available to the stations located at the main site. these off-premise lines must be served either by the same central office.
- aw. RESTRICT OUTGOING - FULL - Provides the ability to restrict a line from originating any calls to outside the group. (Outside the group means the public telephone network.)
- ax. RESTRICT OUTGOING - SEMI - Provides the ability to restrict a line from originating any calls to outside the group by requiring caller to go through the attendant. (Outside the group means the public telephone network.) Calls over private facilities are not restricted.
- ay. SEQUENTIAL HUNT - Hunting starts with the line associated with the dialed number and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.
- az. SPECIAL SERVICES FACILITIES ACCESS (SSFA) - By dialing an access code, a line and/or attendant has access to customers' special facilities such as Wide Area Telephone Service (WATS) and/or private lines.
- ba. STATION-TO-STATION CALLING - Permits subscribers to complete calls to other subscribers within the same group by dialing a one-, two-, three-, or four-digit number.
- bb. THREE-WAY CONFERENCE - Allows a member of a group to form a three-way conference with two other parties, either within or outside the customer group by performing switchhook flash during a normal talking connection, receive a special dial tone, and dial a third party.
- bc. THREE-WAY CONFERENCE/CALL TRANSFER - Allows a subscriber to transfer an established call to another line, within or outside the customer group. In addition, a subscriber assigned Call Transfer automatically receives the privilege of forming a Three-Way Conference, even if subscribers line is not assigned the Three-Way Conference feature.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

10. Feature Definitions (Continued)

- bd. TOLL RESTRICTED SERVICES - Restricts a line from originating dialed toll calls. Attempted toll calls are intercepted and routed to a reorder tone or special intercept announcement, if provided.
- be. UNRESTRICTED ACCESS LINE SERVICE - Unrestricted lines are allowed to access the exchange network, the toll network, or any service access by dialing the appropriate digits.
- bf. VIRTUAL FACILITIES GROUP ACCESS - Allows a subscriber to limit the number of simultaneous incoming or outgoing trunk calls in a manner similar to that of physical trunks bridging a PBX or key system to a central office.
- bg. VIRTUAL FACILITIES GROUP WATS ACCESS - Enables lines in a virtual facilities group to gain access to WATS facilities by dialing an access code.
- bh. 911 EMERGENCY SERVICE - Allows a subscriber to report an emergency by dialing "911", "9911", or any three- or seven-digit number, as set up in translations, to reach the Emergency Service Bureau (ESB).

11. All applicable end user fees and surcharges will apply to each line.

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**CENTREX SERVICE**

**DIGITAL CENTREX SERVICE** (Continued)

E. CONDITIONS (Continued)

12. Extended Area Service (EAS) rates will be charged on a trunk equivalency basis based on the following table:

<u>Digital Centrex Lines</u>	<u>Trunk Equivalency</u>
1	1
2-3	2
4-10	3
11-19	4
20-30	5
31-42	6
43-55	7
56-70	8
71-84	9
85-99	10
100-114	11
115-130	12
131-146	13
147-162	14
163-179	15
180-196	16
197-200	17
Each additional 17 lines or fraction of	1 additional Trunk

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**PROMOTIONAL OFFERINGS**

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

B. RATES AND CHARGES

To promote the use of its services, the Company may:

1. Waive all or part of recurring charges.
2. Waive all or part of non-recurring charges.
3. Offer redemption coupon or a premium with the purchase of a service.
4. Business Partner Program provides periodic benefits to the business partner's employees that add a Digital phone plan service to their residential phone bill. The Business Partner Program is a voluntary program that is available at no charge to participating business (within applicable markets) in the Company footprint that currently subscribe to the Company's business service.

C. GENERAL PROVISIONS

1. A promotional offering may extend to a maximum of 90 days.
2. Promotional Offerings include the following:

D. DESCRIPTION

1. New Company business customers that sign up for Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Company service in the past ninety days.
2. Promotional offering, beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard nonrecurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.
3. Promotional offering, beginning May 19, 2019 and continuing through August 16, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

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**COMPETITIVE RESPONSE**

**RESIDENCE CUSTOMER INCENTIVE PROGRAM**

A. DESCRIPTION

The Customer Incentive Program is an offering for potential new residence local exchange customers and existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. TERMS AND CONDITIONS

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Price List and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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**COMPETITIVE RESPONSE**

**RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)**

**B. TERMS AND CONDITIONS (Continued)**

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

**C. RATES AND CHARGES**

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).



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**COMPETITIVE RESPONSE**

**BUSINESS CUSTOMER INCENTIVE PROGRAM**

A. DESCRIPTION

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. TERMS AND CONDITIONS

1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Price List and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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**COMPETITIVE RESPONSE**

**BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)**

**B. TERMS AND CONDITIONS (Continued)**

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

**C. RATES AND CHARGES**

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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**SWITCHED 56 DATA SERVICE (SWITCHED 56)**

1. DESCRIPTION

Switched 56 Data Service (Switched 56) is a digital access line that provides customers with circuit switched digital transmission at 56 Kbps.

Switched 56 is designed for digital data applications with a full duplex, digital, synchronous 56 Kbps data transmission rate.

The customer must provide a compatible Channel Service Unit/Data Service Unit (CSU/DSU) with digital capability or a compatible Data Unit (DU) in addition to the inside wire required to connect the Utility.

Outgoing calls may be placed to Switched 56 capable access circuits served from the same switch, other equipped intraLATA serving wire centers, or over an Interexchange Carrier wide area network to InterLATA and international destinations.

2. REGULATIONS

- a. Switched 56 is classified as a business service.
- b. Switched 56 is offered only from exchanges served by the Company where suitable facilities are available. The Company is under no obligation to provide Switched 56 at a distance from the central office that exceeds the technical limitations of the service.
- c. Switched 56 does not support the following services:
  - Analog Voice and Voice Services.
  - Analog data services or subrates.
  - 411, 811, 900, 976, or 0+.
  - 900 and 976 blocking.
  - Custom Calling Features.

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**SWITCHED 56 DATA SERVICE (SWITCHED 56)**

2. REGULATIONS (Continued)

d. Switched 56 performance is measured in Error Free Seconds (EFS), Severely Errored Seconds (SES), and Bit Error Rate. The minimum design performance for both IntraLATA and the Company's portion of InterLATA calls is the following:

- 95% EFS on 99% of calls of 5 minutes duration over one month.
- .03% SES over 24 hours.
- 8.9 E-8 Bit Error Rate.

The above are only design minimums; the Company does not guarantee these levels.

e. The Company makes no guarantee that any transmission speed or bit error rate will be achieved on any given call.

The following rates and charges are for each Switched 56 equipped access line.

3. RATES AND CHARGES

The following rates and charges are for each Switched 56 equipped access line.

	<u>Monthly Rate</u>
2 Wire	\$ 45.00
4 Wire	\$ 45.00

NOTE: Installation charge will be waived during the first 60 days this new service is available. After this first 60 day period, existing non-recurring charges per Section 2 will apply.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

A. APPLICABILITY

Applicable to Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing ISDN-PRI service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
2. ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
3. ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
4. Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in the Exchange & network Services Tariff Rules and Regulations, Section II.
5. ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES

1. All usual and applicable Service Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.
2. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	- <sup>1</sup>	\$940.00
-One Year Contract	1-4	- <sup>1</sup>	875.00
-Two Year Contract	1-4	- <sup>1</sup>	830.00
-Three Year Contract	1-4	- <sup>1</sup>	810.00
Backup D-Channel <sup>2</sup>			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

<sup>1</sup> Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 2 are all inclusive for ISDN circuits.

<sup>2</sup> In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

3. Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

Incoming Call Identification (ICI, Per PRI Interface)

-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

4. Service Charges

- a. Service Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- b. Service Order Charge - Subsequent is applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Order Charge - Subsequent is applicable for each PRI Link associated with the customer request (in lieu of a Service Order Charge - Initial).

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

4. Service Charges (Continued)

c. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premise Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

d. Charges for ISDN-PRI Service

(1) Service Change Charge per PRI Link

Nonrecurring  
Charge

Changes in 'D' channel or Trunk Group configurations \$350.00

(2) Premise Visit Charge per PRI Link

Nonrecurring  
Charge

Premise Visit Charge (Per Visit) See Note 1

Note 1 – Refer to Section 2 of this Price List for applicable rates.



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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

E. CONDITIONS

1. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
3. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
4. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
5. Temporary suspension of service is not available with ISDN-PRI.
6. Minimum subscription period is month-to-month.
7. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this Price List.
8. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
9. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

E. CONDITIONS

10. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in A. Rates and Charges 4.d (1) preceding. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.
11. Customer(s) requesting route or type of construction, which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with "Line Extension". Charges described in the Exchange & Network Services Tariff, Section III.

F. DEFINITIONS

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

G. APPLICATION OF RATES AND CHARGES

1. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premise will be charged at rates per each Primary Rate Access Line.
2. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
3. ISDN-PRI Primary Rate Access Line rates if applicable apply in addition to Primary Rate Interface.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

H. **SERVICE COMPONENTS**

1. The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
2. The components of ISDN-PRI Service will be as follows:
  - Primary Rate Access Line
  - Primary Rate Interface
    - a. Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.
    - b. Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.
      - (1) Voice calls may be completed to both ISDN and non-ISDN lines.
      - (2) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
      - (3) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service.

I. **OPTIONAL FEATURES**

1. Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
2. Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE**

A. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

B. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

C. TERRITORY

Within all exchange areas defined on the exchange area maps contained in the Exchange & Network Services Tariff.

D. RATES AND CHARGES

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	\$590.00
ISDN-PRI Bundle with 50 DID Numbers	\$595.00
ISDN-PRI Bundle with 100 DID Numbers	\$600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	\$490.00
ISDN-PRI Bundle with 50 DID Numbers	\$495.00
ISDN-PRI Bundle with 100 DID Numbers	\$500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	\$440.00
ISDN-PRI Bundle with 50 DID Numbers	\$445.00
ISDN-PRI Bundle with 100 DID Numbers	\$450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE (Continued)**

E. CONDITIONS

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in this Product Guide for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge – Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in D. Rates and Charges preceding.

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**DISCONTINUED SERVICE**

**COMBINATION MAIN SERVICE <sup>1</sup>**

A. RATES AND CHARGES

1. The monthly rate and installation charge for a business or residence one-party service at each location.

B. CONDITIONS

1. This service provides for serving separate business and residence locations from the same one-party line.
2. All locations must be within the same central office area.
3. A separate number will be assigned to the station at each of the locations.
4. Additional signals may be required at any one or all locations and arranged so that an indication will be received at any one or all locations when one station at another location is being called. There will not be a charge for these signals required to provide this service.
5. Combination Main Service is limited to existing customers at their present location as of the effective date of this Price List.

<sup>1</sup> Combination Main Service has been discontinued as of December 29, 1997.

**DISCONTINUED SERVICE**

**CUSTOM CALLING SERVICE**

A. RATES AND CHARGES

		<u>Installation or Change Charge</u>	<u>Rate Per Month</u>
1.	Two feature packages <sup>1</sup> , each line		
a.	Call waiting and 3 Way Calling	\$5.00	\$3.60
b.	Call waiting and forwarding	\$5.00	\$3.60
c.	3 Way Calling and Basic Call Forward	\$5.00	\$3.60
d.	Call waiting and customer speed call		
	(1) Speed Call 8	\$5.00	\$3.60
	(2) Speed Call 30	\$5.00	\$5.55
e.	3 Way Calling and customer speed call		
	(1) Speed Call 8	\$5.00	\$3.60
	(2) Speed Call 30	\$5.00	\$5.55
f.	Basic Call Forward and customer speed call		
	(1) Speed Call 8	\$5.00	\$3.60
	(2) Speed Call 30	\$5.00	\$5.55
g.	Distinctive Ring and Call Waiting	\$5.00	\$5.55
h.	Distinctive Ring and 3 Way Calling	\$5.00	\$5.55
i.	Distinctive Ring and Basic Call Forward	\$5.00	\$5.55
j.	Distinctive Ring and Customer Changeable speed call		
	(1) Speed Call 8	\$5.00	\$5.55
	(2) Speed Call 30	\$5.00	\$7.50

<sup>1</sup> Two feature packages have been discontinued as of March 11, 1997.

**DISCONTINUED SERVICE**

**CUSTOM CALLING SERVICE (Continued)**

A. RATES AND CHARGES (Continued)

		<u>Installation or Change Charge</u>	<u>Rate Per Month</u>
2.	Three feature packages <sup>1</sup> , each line		
a.	Call waiting, 3 Way Calling and		
	(1) Basic Call Forward	\$5.00	\$4.80
	(2) Speed Call 8	\$5.00	\$4.80
	(3) Speed Call 30	\$5.00	\$6.55
b.	Call waiting, Basic Call Forward and		
	(1) Speed Call 8	\$5.00	\$4.80
	(2) Speed Call 30	\$5.00	\$6.55
c.	3 Way Calling, Basic Call Forward and		
	(1) Speed Call 8	\$5.00	\$4.80
	(2) Speed Call 30	\$5.00	\$6.55
d.	Distinctive Ring, Call Waiting and		
	(1) Basic Call Forward	\$5.00	\$6.55
	(2) 3 Way Calling	\$5.00	\$6.55
	(3) Speed Call 8	\$5.00	\$6.55
	(4) Speed Call 30	\$5.00	\$8.30
e.	Distinctive Ring, Basic Call Forward and		
	(1) 3 Way Calling	\$5.00	\$6.55
	(2) Speed Call 8	\$5.00	\$6.55
	(3) Speed Call 30	\$5.00	\$8.30
f.	Distinctive Ring, 3 Way Calling and		
	(1) Speed Call 8	\$5.00	\$6.55
	(2) Speed Call 30	\$5.00	\$8.30

<sup>1</sup> Three feature packages have been discontinued as of March 11, 1997.



**DISCONTINUED SERVICE**

**CUSTOM CALLING SERVICE** (Continued)

A. RATES AND CHARGES (Continued)

	<u>Installation or Change Charge</u>	<u>Rate Per Month</u>
3. Four feature packages <sup>1</sup> , each line		
a. Basic Call Forward, call waiting, 3 Way Calling and		
(1) Speed Call 8	\$5.00	\$6.00
(2) Speed Call 30	\$5.00	\$7.65
b. Call Waiting, 3 Way Calling, Distinctive Ring and		
(1) Speed Call 8	\$5.00	\$7.65
(2) Speed Call 30	\$5.00	\$9.30
c. Call Waiting, Basic Call Forward, Distinctive Ring and		
(1) Speed Call 8	\$5.00	\$7.65
(2) Speed Call 30	\$5.00	\$9.30
d. Call Waiting, Basic Call Forward, 3 Way Calling and Teen Service	\$5.00	\$7.65
e. Basic Call Forward, Three-Way Calling, Distinctive Ring and		
(1) Speed Call 8	\$5.00	\$7.65
(2) Speed Call 30	\$5.00	\$9.30
4. Five feature packages, each line		
a. Call Waiting, Basic Call Forward, 3 Way Calling, Distinctive Ring and		
(1) Speed Call 8	\$5.00	\$8.50
(2) Speed Call 30	\$5.00	\$10.00

<sup>1</sup> Four feature packages have been discontinued as of March 11, 1997.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup>**

A. APPLICABILITY

Applicable to business and residence service one party line customers, at the option of the customer.

B. TERRITORY

Within all exchange areas defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. DESCRIPTION OF SERVICE

Message Center Service is a central office based message system. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

Message Center Service may be established as either integrated or standalone type mailboxes. Integrated mailboxes are provisioned with an existing local exchange line and activated when the line is busy or unanswered after a designated number of rings. Standalone mailboxes have separate local telephone numbers and are not provisioned with an existing local telephone exchange line. Standalone mailboxes are activated directly or with Basic Call Forward.

Message Center Service allows the owner to create a personalized greeting for callers, provides a user tutorial, usage prompts, mnemonic commands, password security, and name confirmation upon entry into the mailbox. The Basic, Enhanced, and Premium mailboxes also provide storage of the callers' messages with time/date stamp on each message, the ability to override prompts, message forwarding to other mailboxes (if applicable), message waiting notification on mailboxes that are provisioned with a local exchange access line, and message retrieval available from any telephone.

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup> (Continued)**

**D. RATES AND CHARGES**

		<u>Monthly Rate</u>
1.	Greeting Only Message Center Includes: Greeting - Up to 3 minutes	\$3.95
2.	Basic Message Center Includes: Message Length       2 minutes Message Storage     15 messages Unplayed Retention   3 days Played Retention     7 days Greeting Length     30 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save	\$3.95
3.	Enhanced Message Center Includes: Message Length       3 minutes Message Storage     20 messages Unplayed Retention   5 days Played Retention     10 days Greeting Length     45 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save Group Broadcast Distribution List	\$4.95

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup> (Continued)**

**D. RATES AND CHARGES**

	<u>Monthly Rate</u>
4. Premium Message Center	\$14.95
Includes:	
Message Length	3 minutes
Message Storage	30 messages
Unplayed Retention	10 days
Played Retention	17 days
Greeting Length	60 seconds
Time Date Stamp	
Give/Send/Answer (if part of a group)	
Message Scanning/Delete/Save	
Alternate Answer	
Message Forwarding	
All options listed in section 5. below	
5. Option(s)	
Page Notification	\$5.00
Wake-up/Reminder	\$5.00
Group Broadcast	\$1.00
Partitioning/Trees	\$5.00
Distribution List	\$1.00
6. Miscellaneous charges:	
Replace Lost Passcode	\$15.00
(See Condition No. 14)	
Change Alternate Answer Number	\$15.00

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup> (Continued)**

**E. CONDITIONS**

1. Message Center Service requires a dual tone multi-frequency (DTMF) compatible telephone set.
2. Calls made to local exchange telephone lines equipped with Message Center Service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.
3. This service is available only to customers with one-party access line services.
4. The minimum charge for services provided under this section is one month.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Message Center Service. Credit adjustments will be made in accordance with the provisions outlined in the Exchange & Network Services Tariff, Section II, Allowance for Interruptions of the General Regulations.
6. Service Charges as set forth in Section 2 are applicable.
7. Message Center Service is only offered where facilities and operating conditions permit.
8. Certain rotary hunting services may not be compatible with Message Center service.
9. Call Waiting services takes precedence over Basic Call Forward to a mailbox.
10. Partitioning of Message Center mailboxes into sub-mailboxes does not increase the storage capacity of the Message Center mailbox. Partitioning subdivides the storage capacity of the Message Center mailbox.
11. Message Center Service may be provisioned to a telephone number not associated with a local exchange access line.
12. Message Waiting Notification is provided only on Message Center service associated with a local exchange telephone access line.
13. Some operating conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup> (Continued)**

E. CONDITIONS (Continued)

14. The replace lost passcode charge will be waived for "one-time-only" during the first 60 days following installation of Message Center Service.
15. The number out-dialed for pager notification or special delivery is restricted to the local calling area.
16. Directory Listings - If requested, the Utility will furnish one alphabetical directory listing without charge per telephone number not associated with an access line used in conjunction with message center service. Additional listings will be offered subject to the provisions outlined in Section 3 and/or the Exchange & Network Services Tariff, Section IV.
17. Rates for customized mailboxes will be provided under special contracts.
18. Liability - Provisions covering liability as set forth in the Exchange & Network Services Tariff, Section II, Liability, of the General Regulations shall apply to this service.
19. Feature Descriptions
  - a. ALTERNATE ANSWER - A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Utility.
  - b. AUTOMATIC WAKE-UP - This feature enables the delivery of a wake-up message to a designated local telephone number at a prespecified time. The customer may change the time and date of the wake-up message.
  - c. CUSTOMIZED MAILBOX - Any message center service arrangement that deviates from the standard offerings. Customized message center service will be handled on an individual case basis.
  - d. GREETING LENGTH - The time allotted for the message a caller hears when accessing a mailbox.
  - e. GREETING ONLY MESSAGE CENTER - Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.
  - f. GROUP BROADCAST OPTIONS - This feature allows a customer to establish and send a message to a group of mailboxes simultaneously.

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE <sup>1</sup> (Continued)**

E. CONDITIONS (Continued)

19. Feature Descriptions (Continued)

- g. MAILBOX - The location where messages left by calling parties outside reside until acted upon by the customer to message center service.
- h. MESSAGE FORWARDING - Allows caller(s) to hear the message center customer's greeting, while the incoming message is forwarded to a mailbox selected by the message center customer.
- i. MESSAGE LENGTH - The maximum time, in minutes, a caller has to leave a message in mailbox.
- j. MESSAGE MARKING - When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are play before all other messages. Two other options or "Return Receipt Requested", which advises the caller when the recipient listens to the message and "Future Delivery" which allows customers to select the time and date that the message is to be delivered. Maximum future delivery window is 30 days.
- k. MESSAGE RETENTION - The number of days a message is allowed to remain in the mailbox.
- l. MESSAGE SENDING - Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.
- m. MESSAGE STORAGE - The maximum quantity of messages a user may save for subsequent retrieval.
- n. MESSAGE WAITING NOTIFICATION - Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased or stored.
- o. PAGER NOTIFICATION - Notifies a specific pager unit a message is in the mailbox.
- p. PARTITIONED MAILBOXES - Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.

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**DISCONTINUED SERVICE**

**MESSAGE CENTER SERVICE** <sup>1</sup> (Continued)

E. CONDITIONS (Continued)

19. Feature Descriptions (Continued)

- q. PERSONAL GREETING - A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.
- r. PLAYED RETENTION - The number of days a message that has been played will be allowed to remain in a mailbox.
- s. WAKE-UP/REMINDER - Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

<sup>1</sup> Message Center Service has been discontinued as of July 1, 2003.





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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE <sup>1</sup>**

A. APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

B. TERRITORY

Exchange areas of all exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. REGULATIONS

1. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
2. Voice Mail is subject to applicable service order charges.
3. Call Waiting takes precedence over Basic Call Forward and Call Forward Busy No Answer to a Voice Mail mailbox.

D. DESCRIPTION

1. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
2. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

3. Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

A. Residential Essentials Voice Mail

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press \* for more options.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter dial tone or visual light or both
- Voice Mail Call Forward Busy/No Answer
- Message Skipping

B. Residential Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy No Answer
- Message Skipping

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

3. Residential Mailbox Packages (Continued)

C. Residential Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging
  - Reply to a Message
  - Copy/Forward a Message
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

3. Residential Mailbox Packages (Continued)

D. Residential Deluxe Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a “first-come, first-served” basis. This mailbox package cannot be used in conjunction with the Constant Touch feature.

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging
  - Reply to a Message
  - Copy/Forward a Message
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

4. Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

A. Business Essentials Voice Mail

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Message Skipping

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

4. Business Mailbox Packages (Continued)

B. Business Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

4. Business Mailbox Packages (Continued)

C. Business Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 60 messages
- Maximum Message Length: 3 minutes per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Constant Touch
- Extended Absent Greeting
- Multiple Greetings
- Message Skipping

D. Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path. Includes call forward busy and no answer.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.



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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

4. Business Mailbox Packages (Continued)

E. Business Basic Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a “first-come, first-served” basis. This mailbox package cannot be used in conjunction with the Constant Touch feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

4. Business Mailbox Packages (Continued)

F. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

5. Business Voice Mail – Optional Applications

A. Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

B. Virtual Voice Mail

This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Basic Call Forward and the desired voice mailbox at current Price List rates.

C. Independent Voice Mail

This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for assigning a number for these voice mailboxes.

D. Constant Touch

With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once the subscriber is located, subscriber is able to identify the caller who is holding through information captured from caller.

E. Operator Revert

Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

6. Feature Descriptions

Call Answering: Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant Touch: This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail: Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists (Broadcast List): Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Group Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Mailbox Forwarding: Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity: The maximum number of messages a subscriber's mailbox may contain.

Message Length: The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

6. Feature Descriptions (Continued)

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing: Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Message Skipping: Message Skipping allows the subscriber to skip through a message rather than save or delete it. If the subscriber chooses to skip a message, the message will be kept as new for the un-played retention period.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery: Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

D. DESCRIPTION (Continued)

6. Feature Descriptions (Continued)

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service: Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an “alarm/alert” from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE <sup>1</sup> (Continued)**

**E. RATES AND CHARGES**

1. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
Residential Packages	
-Essentials Voice Mail	\$3.95
-Basic Voice Mail	\$5.95
-Deluxe Voice Mail	\$7.95
-Deluxe Voice Mail with Subs	\$7.95
Business Packages	
-Essentials Voice Mail	\$7.95
-Basic Voice Mail	\$9.95
-Basic Voice Mail with Subs	\$12.95
-Deluxe Voice Mail	\$13.95
Business Optional Applications	
-Announcement Only	\$7.95
-Message Routing	\$9.95
Add-On Feature	
-Constant Touch with Operator Revert	\$4.50
-Alternate ID	\$5.00
-Operator Revert	\$2.00

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.

**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

E. RATES AND CHARGES (Continued)

2. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

Business Voice Mail Term and Volume Discounts

Quantity	Tier	<u>0 Months</u>	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00	\$ 5.00	\$ 7.00	\$ 9.00
25 - 49 Boxes	2	13.00	18.00	24.00	29.00
50 - 99 Boxes	3	37.00	48.00	59.00	70.00
100-200 Boxes	4	97.00	119.00	142.00	164.00
200 Plus Boxes		ICB <sup>1</sup>	ICB <sup>1</sup>	ICB <sup>1</sup>	ICB <sup>1</sup>

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the Price List rate for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

3. The minimum charge for services provided is one month.

<sup>1</sup> Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

<sup>2</sup> Voice Mail Service has been discontinued as of July 26, 2011.



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**DISCONTINUED SERVICE**

**VOICE MAIL SERVICE** <sup>1</sup> (Continued)

F. CONDITIONS

1. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.
2. Rotary hunting services may not be compatible with Voice Mail service.
3. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.
4. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.
5. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.
6. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.
7. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.
8. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

<sup>1</sup> Voice Mail Service has been discontinued as of July 26, 2011.