

MEMBER SERVICES TARIFF

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**PUBLIC UTILITY COMMISSION OF TEXAS  
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MAY 12 '08 CONTROL# 35618

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**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**I. EXTENSION TELEPHONE SERVICE - Detariffed**

A. Extension station service provides for originating or receiving calls from locations equipped with telephones in addition to the location of the main station.

B. Extension service will be provided in connection with all classes of main station service except pay telephone service.

C. Extension stations must be located on the same premises of the customer on which the main station is located, except as provided below. Such stations are restricted to the use of the customer, his employees or associates or to members of the customer's immediate household, except that extension stations may be contracted by a business customer for a joint user. When either the main station or extension station is at a business location, business rates apply.

D. Provided that facilities are available and technical equipment limitations will permit, extension stations may be located on other premises by special authorization only when a valid need is established and subject to the following conditions.

1. Where two (2) or more premises are used in the conduct of one establishment or business.

2. Business off-premises extension stations may be provided at the residence location of the same customer.

3. Residence off-premises extension stations may not be provided at business locations unless business rates apply to both stations.

E. Separate telephone numbers, other distinctive designations or code ringing are not assigned to extension stations.

(Continued next page)

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**I. EXTENSION TELEPHONE SERVICE - Detariffed** (Continued)

F. One standard bell is furnished, if desired, with each extension station, however, such bells must be located at the extension station and subject to the following:

1. The maximum number of bells and other signaling devices will not exceed the signaling capabilities of the central office and circuit facilities which in the judgement of the Cooperative will not interfere with the efficient operation of the service or violate the ringer equivalence specified in Part 68 of the FCC Rules and Regulations.

G. Detached Extension Telephone Service - "Detariffed"

1. The monthly rates for extension station service include circuits not exceeding 250 feet in length connecting main and extension stations when both stations are located in the same building.

2. "On the same premises" shall be construed to mean that area which includes the building where the main station is located and all other contiguous buildings within fifty (50) feet that are occupied and used as a business or residence and not in quarters occupied by employees or employees' families unless a part of the customer's immediate household.

3. Detached extension stations located on the same premises as defined above which are over 250 feet from the main station will be billed the detached extension rate plus mileage charge.

4. Detached extension stations, located off-premises from the main station, will be billed the detached extension rate plus the rate for each quarter mile by route measurement.

(Continued next page)

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**I. EXTENSION TELEPHONE SERVICE (Continued)**

**G. Detached Extension Telephone Service (Continued)**

5. Rates and Charges

	Ext. Line
Detached Business Extension Not to exceed 250 feet.	Detariffed
Detached Residence Extension Not to exceed 250 feet.	Detariffed

**II. EXTENSION LINE MILEAGE**

A. All distribution facilities furnished with supplemental equipment will be treated as extension lines.

B. The rates and charges set forth below apply if the necessary facilities are available. If unusual expenditures are involved in making facilities available, the customer may be required to pay an additional charge to cover the unusual expenditure and/or to contract for service beyond the initial service period.

1. Rates and Charges

Mo. Rate

a. Off Premises Mileage  
(Route Measurement)

1. First 1/4 mile, or fraction	\$1.00
2. Each Additional 1/4 mile or fraction	1.00

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**III. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEM**

Group Alerting and Public Emergency Reporting Systems are designed to permit simultaneous connection of an incoming call to a number of exchange telephones for incoming service only. More than one incoming call may be connected simultaneously to the system by means of an over-ride feature.

**A. Conditions and Regulations**

1. Group Alerting and Public Emergency Reporting Systems are supplied only for the benefit of the customer and no other person shall derive any rights from the furnishing of these systems by the Cooperative.

2. When the Group Alerting and Public Emergency Reporting System is furnished to a corporation, city, town, or municipality, no person other than the corporation, city, town, or municipality, as a legal entity or governmental body, shall be deemed to be a customer. Service furnished to any legal entity or governmental body shall not be interpreted, construed or regarded as being for the benefit of, or creating any contractual rights in or duty toward any individual connected with such corporation, or any individual resident of any city, town or municipality. Any benefit derived from the use of the Group Alerting and Public Emergency Reporting Systems by persons other than the customer is to be considered as incidental.

**B. Responsibility and Liability of the Customer**

1. The customer shall have the responsibility of discovering operating defects and malfunctions of Group Alerting and Public Emergency Reporting Systems since rates charged for such systems do not contemplate constant monitoring by the Cooperative to discover defects and malfunctions.

2. The customer will make such tests as are in the judgment of the customer, required to determine whether the system is functioning properly. The customer shall forthwith notify the Cooperative whenever the system is not functioning properly.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**III. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEM.**

(Continued)

**B. Responsibility and Liability of the Customer (Continued)**

3. The customer shall indemnify the Cooperative against all loss or damages to persons occurring from the use, attempted use, or failure of the Group Alerting and Public Emergency Reporting System before the Cooperative has been notified as provided herein and before it has had a reasonable time to restore service.

**C. Responsibility and Liability of the Cooperative**

1. The Cooperative shall not be liable for any loss or damages arising out of interruptions, defects, failure, or malfunctions of a Group Alerting and Public Emergency Reporting Systems which occur during the operation of the system until after it has been notified by the customer that the system is not functioning properly and the Cooperative has had a reasonable time thereafter to correct such defect or malfunction.

2. In no event shall the Cooperative be liable for damages arising out of interruptions, defects, failures or malfunctions of the system in an amount in excess of the charges made for the system for the period following notice from the customer until service is restored.

**D. Contract Period and Termination Liability**

1. A minimum initial contract term of twelve (12) months is applicable to furnishing of Group Alerting and Public Emergency Reporting Service.

2. Service may be terminated prior to the expiration of the initial contract period upon notice in writing to the Cooperative a reasonable period in advance.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**III. GROUP ALERTING AND PUBLIC EMERGENCY REPORTING SYSTEMS**

(Continued)

**D. Contract Period and Termination Liability (Continued)**

3. Upon termination of service, payment of all charges for the period service has been rendered and termination charges as defined below become due and payable.

a. Termination charges will be such proportion of the sum of the cost of the equipment installed and the cost of removal less the immediate recovery value of the equipment removed as the unexpired portion of the initial contract period bears to the full initial contract period.

b. The customer will be given the option of arranging for changes in location by one of the methods as shown in the Section 5, Service Charges, of this Tariff and regardless of whether or not the initial contract period has expired.

**E. Rates and Charges**

Mo. Rate

1. Common Control Equipment

Rates will be determined on an individual system basis in accordance with the procedures outlined under Section 6, Special Service Arrangements.

2. Incoming Dial Access  
Terminal

Applicable Business Access Line  
Rate.

3. Reporting Station, Each \$1.50 (1)

Note: Extension line mileage applies to each station as shown in Section 11, Part II, Extension Line Mileage.



**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**IV. TELEPHONE CALLING CARD SERVICE**

Telephone Calling Cards may be issued to customers who have established telephone service and shall have established and maintained proper credit as set forth in Section 3, Part VI, Establishment and Maintenance of Credit.

Telephone Calling Cards permit the customer to place toll (long distance) calls from locations other than the telephone number the card is issued on and are valid only for charging calls to the telephone number to which it is keyed.

Telephone Calling Cards may be issued as Full Service Calling Cards which authorize calls from any telephone service to be charged to the Calling Card by the card holder. Calling Cards issued to provide Restricted Service authorize calls from any telephone service to only the number on which the Calling Card is issued by the card holder.

The customer will be responsible for all calls made with the assigned Calling Card. The Cooperative must be notified at once if the card is lost or stolen.

Telephone Calling Cards are not transferable and become void when the telephone service to which the card is keyed has been disconnected. Cards can be cancelled at the discretion of the Cooperative for valid cause and remain the property of the Cooperative.

Calling Cards may be issued on an annual basis and will be reissued with a new number automatically before the expiration date, provided the customer has properly maintained credit as specified in Section 3.

**V. RESERVED FOR FUTURE USE**

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JUN 13 '08 CONTROL# 35744  
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MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

VI. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

A. General

1. Intraexchange Private Line Service is facilities furnished by the Cooperative for telecommunications, signaling, telemetry and electrical control purposes, solely for the use of a customer within the same Exchange Service Area.

2. Channels for services not specifically named elsewhere in this tariff, and for purposes other than telecommunications will be furnished where facilities are available and where, in the judgement of the Cooperative, the use to be made of such channels is not contrary to Cooperative regulations or detrimental to other services.

3. The Cooperative does not represent to furnish channels with a transmission level of a grade better than circuits used for normal telecommunications. Higher grade channels will be provided only when physically and economically practicable on the part of the Cooperative as provided in Paragraph 4 below.

4. Channels, when adaptable, may be used for alarm, telemetry, teletypewriter, control and other similar services at the same charges. If modifications are required, additional monthly rates, installation and/or construction charges based upon costs will be applicable as provided in Section 6, Special Service Arrangements.

5. Private line service may not be connected to the telecommunications network for local exchange service or long distance message service.

6. Channels, for use in connection with interexchange facilities for radio broadcasts; channels between pick-up points and a radio station and studio, between studio and/or station and transmitter will be furnished at published rates of the the Private Line Services Tariff which Southwestern Bell Telephone Company has on file with the Public Utility Commission of Texas.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**VI. PRIVATE LINE SERVICES AND CHANNELS (Continued)**

**B. Rates for Intraexchange Private Line Service  
and Channels**

The following rates are applicable to all standard types of channels listed above:

	Mo. Rate
For the initial 1/2 mile circuit or fraction thereof, circuit measurement	\$2.50
For each additional 1/4 mile of circuit or fraction thereof, circuit measurement	1.00

Note: See Section 5, Service Charges for applicable service charges.

**VII. OTHER RULES AND REGULATIONS**

In addition to rules and regulations set forth in this tariff section, the General Rules and Regulations established in Section 3, are also applicable to any services and facilities provided herein.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**VIII. VACATION SERVICE**

**A. General**

Vacation Service is provided to customers whose requirements for telephone services are less than that which might normally be provided in any twelve (12) month period.

Upon request from a customer having any class of exchange service, the service may be suspended for a period of one month or more. No outward or inward service is provided during the period of suspension. Credit card or third number long distance charges may be charged to a number that is on vacation rates.

Vacation service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. A restoration of service charge will be made when service is restored. If service is restored at a location other than where service was suspended, the applicable service charges will apply.

Charges may be billed in total prior to the suspension of service or monthly at the option of the Cooperative.

**B. Rates**

The monthly rate will be based upon 50% of the regular rate for the basic access line charge suspended for a minimum of 30 days and a maximum of 180 days. Associated equipment charges will be billed at the full monthly rate.

**IX. EMPLOYEE'S TELEPHONE SERVICE**

Employees on twenty-four hour call will be granted a fifty (50) percent concession on one residence telephone, plus one hundred (100) percent concession on installation costs on all residence telephone equipment.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**X. CUSTOM CALLING SERVICES**

A. General

1. Custom calling services are optional telephone service features for use in connection with basic local exchange services.

2. Custom calling services are available for use with individual residence and business service. Rotary line groups must have all of the lines in the group equipped. Custom calling services will not be provided in connection with pay telephone services.

3. Custom calling services require special equipment and will be furnished only from central offices equipped to provide one or more of the following custom calling features:

a. Call Waiting

Alerts a customer who is using his telephone that another caller is trying to reach him. The customer may put the first caller on hold to answer the second call, and may alternate between calls by depressing the switch hook.

b. Call Waiting with Cancel

Identical to Call Waiting except this feature allows a customer to disable Call Waiting for the duration of a call. The customer dials the Cancel Call Waiting activation code, obtains a recall dial tone, and places a call normally. During this call, anyone calling the Call Waiting with Cancel customer will receive the normal busy treatment.

c. Call Forwarding

A customer can automatically transfer all incoming calls to another dialable telephone number. The customer preselects a second telephone number by dialing a code plus the number which will receive the calls.

Calls may be transferred outside the local calling area. The customer will be responsible for the payment of all toll charges for each of the calls which were forwarded.

Call forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**X. CUSTOM CALLING SERVICES (Continued)**

A. General (Continued)

3. (Continued)

d. Three-Way Calling

The customer may add a third party to an established local or long distance connection without operator assistance. The other parties to the call may be within the local calling area or at a long distance message telecommunications point. Calls made with this feature are subject to transmission limitations, so transmission quality may not meet normal standards depending on the routing and distances involved.

The customer will be responsible for the payment of all toll charges for each of the calls connected to a telephone number outside of the local calling area.

e. Speed Calling

The customer is able to dial a preselected group of telephone numbers by dialing one or two digits instead of the actual number. The customer may choose 8 or 30 telephone number capacity but both cannot be installed on the same line.

B. Rates and Charges

1. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated:

<u>Single Feature, Per Line:</u>	<u>Monthly Rate</u>
a. Call Waiting	\$1.00
b. Call Waiting with Cancel	1.00
c. Call Forwarding	1.00
d. Three-Way Calling	1.00
e. Speed Calling, 8 code	1.00
30 code	1.25
 <u>Packages, Per Line</u>	
a. Any two features, excluding speed calling	\$1.75
b. Any two features plus speed calling, 8 code	2.50

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**X. CUSTOM CALLING SERVICES** (Continued)

**B. Rates and Charges** (Cont'd)

2. Service Charges

a. A secondary service order charge per access line is applicable to requests to add or change custom calling services. One secondary service charge is applicable to each service order.

b. If custom calling services are ordered at the time of initial installation of local service no additional service order charge will be applied for the installation of custom calling service(s).

c. The Cooperative will waive service charges associated with requests to add custom calling services for a 90 day period when the services are first made available in an exchange.

**XI. TOLL RESTRICTION SERVICE**

**A. General**

1. Toll restriction service is an optional service that prevents the origination of unauthorized toll calls from an access line, by means of blocking at the central office.

2. This arrangement denies all outgoing calls starting with the digit "1".

3. All local calls will be permitted from the access line.

4. All local calls to directory assistance will be permitted, except those that require 1+ dialing.

5. This service will not block all toll calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e. 976, if available, and operator assisted long distance calls).

6. The customer accepts full responsibility for denial of access to the toll network.

7. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1".

8. The customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1".

9. This service is available only where facilities permit.

MEMBER SERVICES TARIFF  
MISCELLANEOUS SERVICE ARRANGEMENTS

XI. TOLL RESTRICTION SERVICE (Continued)

B. Rates and Charges

1. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated.

	<u>Mo. Rate</u>
Toll restriction service, per access line	\$1.00 (1)

2. Service Charges

a. A secondary service order charge per access line is applicable to requests to add or change toll restriction service. One secondary service charge is applicable to each service order.

b. If toll restriction service is ordered at the time of initial installation of local service no additional service order charge will be applied for installation of toll restriction service.

c. The Cooperative will waive service charges associated with requests to add toll restriction service for a 90 day period when the services are first made available in an exchange.

XII. DIRECT CONNECT SERVICE

A. General

1. Direct connect service is an optional service which provides that one designated number will ring whenever the subscribing customer's telephone is off the hook for a minimum number of seconds.

2. The designated number must be programmed in the serving central office by the Cooperative. The designated number may not be public emergency numbers, such as police, fire, ambulance or 9-1-1 service, where available. If the customer desires to change the designated number, service charges are applicable as provided in this section.

3. The Cooperative, or its officers or employees may not be liable for any claim, damage or loss arising from the provision of direct connect service, unless it is proven that the act or omission causing the claim, damage or loss constitutes gross negligence, recklessness or intentional misconduct on the part of the Cooperative or its employees.

4. Direct connect service is available only where facilities permit.

(1) Toll Restriction Service will be provided to customers subscribing to Lifeline Service at no monthly charge.



**MEMBER SERVICES TARIFF**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XII. DIRECT CONNECT SERVICE (Continued)**

**B. Rates and Charges**

1. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated.

a. Direct Connect Service, per line	<u>Monthly Rate</u> \$1.00
b. Combined with any Custom Calling Feature, per line	\$ .50

2. Service Charges

a. A secondary service order charge per access line is applicable to requests to add or change direct connect service. One secondary service charge is applicable to each service order.

b. If direct connect service is ordered at the time of initial installation of local service no additional service order charge will be applied for installation of direct connect service.

c. The Cooperative will waive service charges associated with requests to add direct connect service for a 90 day period when the services are first made available in an exchange.

**XIII. DISTINCTIVE RINGING SERVICE**

**A. General**

1. Distinctive ringing service provides for a second telephone number to be assigned to the same access line. Each number will have a distinctive coded ring to identify which of the telephone numbers is being called.

2. Each line equipped for distinctive ringing service will receive a primary directory listing associated with the primary and the secondary number, at no charge.

3. Distinctive ringing service is available for use with individual residence and business service. The service will not be provided in connection with pay telephone services.

4. Distinctive ringing service is available only where central office facilities permit. In addition provision of this service is dependent upon the customer's equipment having the capability to provide distinctive ringing. The customer accepts full responsibility for any equipment modifications that may be necessary in order to obtain this service.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIII. DISTINCTIVE RINGING SERVICE (Continued)**

**B. Rates and Charges**

1. The following rates and charges apply in addition to the established rates and charges for each access line with which this feature is associated:

	<u>Monthly Rate</u>
a. Distinctive ringing service	\$3.00
b. Combined with other custom calling features	\$2.50

2. Service Charges

a. A secondary service order charge per access line is applicable to requests to add or change distinctive ringing service. One secondary service charge is applicable to each service order.

b. If distinctive ringing service is ordered at the time of initial installation of local service no additional service order charge will be applied for installation of distinctive ringing service.

c. The Cooperative will waive service charges associated with requests to add distinctive ringing service for a 90 day period when the services are first made available in an exchange.

**XIV. EDUCATIONAL FACILITIES**

**A. DISTANCE LEARNING AND INFORMATION SHARING PROGRAM**

1. Definition

Distance learning and information sharing program is instruction, learning, and training that is transmitted from one site to one or more sites by telecommunications services that are used by an educational institution or library predominantly for such instruction, learning, or training, including video, data, voice, and electronic information.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIV. EDUCATIONAL FACILITIES (Continued)**

**A. DISTANCE LEARNING AND INFORMATION SHARING PROGRAM (Continued)**

2. Distance Learning and Information Sharing Program  
Discounts

Upon submission of an affidavit that complies with the requirements of Public Utility Commission of Texas Substantive Rule 26.141, an eligible educational institution, library, or consortia may obtain a 25% discount on the tariff rate for any tariffed service, except customer-specific contracts, that is used predominantly for distance learning purposes. For any discount received pursuant to Section XIV.B., following, an eligible school, library, or consortia may apply such discount prior to any discount received under this section.

**B. EDUCATIONAL PERCENTAGE DISCOUNT RATES**

1. Application

The purpose of this section is to establish educational percentage discount rates (E-Rates) in compliance with Public Utility Commission of Texas Substantive Rule 26.216 for services that may be ordered out of this member services tariff or any other intrastate tariff in which the Cooperative concurs or otherwise participates.

2. Eligibility

Schools, libraries, and consortia eligible for E-Rates pursuant to 47 Code of Federal Regulations Part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-Rates.

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APRIL 20 '06 CONTROL# DKT. NO. 32521  
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MISCELLANEOUS SERVICE ARRANGEMENTS

XIV. EDUCATIONAL FACILITIES (Continued)

B. EDUCATIONAL PERCENTAGE DISCOUNT RATES (Continued)

3. Discount Matrix

The following matrix shall be used to set a discount rate to be applied to eligible intrastate services purchased by eligible schools, school districts, libraries, or library consortia based on the institution's level of poverty and location in an "urban" or "rural" area.

SCHOOLS AND LIBRARIES  
DISCOUNT MATRIX

DISCOUNT LEVEL

Percent of students eligible for  
national school lunch program

Urban                  Rural  
Discount              Discount

<1	20%	25%	
1-19	40%	50%	
20-34		50%	60%
35-49		60%	70%
50-74		80%	80%
75-100		90%	90%

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIV. EDUCATIONAL FACILITIES (Continued)**

**C. Public Entity HC1 Service**

1. Eligible entities described in §58.253(a) of the Public Utility Regulatory Act (PURA) or their authorized representatives may order discounted intraLATA interexchange dedicated high capacity (1.544 Mbps) service ("Public Entity HC1 Service"). In order to qualify for this service, at least one point of termination of this service must be located on an eligible entity's premises. Public Entity HC1 Service will be provided under the terms and conditions of Valley Telephone Cooperative Inc.'s Intrastate Access Service Tariff and at the lowest rate offered for the corresponding service by any local exchange company electing incentive regulation under Chapter 58 of PURA.

2. Qualifying educational institutions or libraries may either elect the rate treatment provided in this subsection or the discount provided pursuant to the Cooperative's intrastate tariffs, as described in PURA §57.022.

3. Public Entity HC1 Service is available only for the exclusive, or shared use, of eligible entities, and will be provided only to eligible entities located in an exchange area served by the Cooperative. Customers who obtain service under this section and are not eligible entities will have such services disconnected or will be charged standard tariffed rates for the service. Resale or sharing of Public Entity HC1 Service, or the use of Public Entity HC1 Service in the resale of local or long distance service is prohibited.

4. Rates for Public Entity HC1 Service apply for (1) service provided between an eligible entity's premises where the service is between exchanges wholly within the Cooperative's service area; (2) service provided from an eligible entity's premises in the Cooperative's service area up to the point of interconnection with the facilities of another carrier, or carriers; or (3) service provided from an eligible entity's premises in the Cooperative's service area to an Interexchange Carrier's ("IXC") point of presence in the same LATA. The rates and regulations of other carriers or IXCs apply where any portion of the service is provided by other carriers or IXCs. Standard rates for equivalent services in other intrastate tariffs of the Cooperative will apply when an eligible entity requests only transport mileage and neither terminating location is within the Cooperative's service area, or an eligible entity orders additional features with Public Entity HC1 Service.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIV. PAY-PER-CALL INFORMATION SERVICES CALL BLOCKING**

**A. General Rules and Regulations**

1. Pay-per-call information services call blocking is a central office based service which allows customers to prevent certain types of outgoing calls from being placed over their local exchange access lines. This service will enable customers to prohibit dialing of calls to all numbers preceded by the prefix "1+900". Restricted calls will be directed to an intercept announcement.

2. Pay-per-call information services call blocking will only be provided in connection with residence and business one-party local exchange access services.

3. Pay-per-call information services call blocking will be furnished only where facilities permit. In central offices where the facilities are not available, access to pay-per-call information services will be blocked for the entire exchange, in accordance with §26.124 of the Commission's Substantive Rules.

4. The customer indemnifies and holds the Cooperative harmless from any and all claims, losses or damages caused by blocking of access to pay-per-call information services.

5. The Cooperative will not disconnect basic local exchange service for non-payment of charges only for calls to pay-per-call information services. The Cooperative may block the customer's line from access to this service for nonpayment of charges for these calls.

**B. Rates and Charges**

1. There is no recurring monthly charge for pay-per-call information services call blocking.

2. There is no recurring or non-recurring charge associated with the initial request to establish pay-per-call information services call blocking. The initial request is considered to be the first instance where a customer requests, or the Cooperative implements, blocking for each of one or more local exchange access lines.

3. Any subsequent request to reinstate pay-per-call information services call blocking after the customer has submitted, or the Cooperative has implemented, an initial request will be charged a secondary service order charge, as shown in Section 5 of this Member Services Tariff.

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**PUBLIC UTILITY COMMISSION OF TEXAS  
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APRIL 20 '06 CONTROL# DKT. NO. 32521

TARIFF CLERK

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MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. SPECIAL CALLING FEATURES

A. Application

Special calling features are telephone service arrangements which are offered in addition to basic local exchange service, and provide one or more of the following features.

B. Descriptions of Feature Offerings

1. Repeat Dialing

Permits the customer to have the system redial the last outgoing telephone number dialed from his/her line, regardless of whether the original call was answered, unanswered, or encountered a busy tone. If the redialed telephone number is busy, the Cooperative's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of this feature in an attempt to establish the call. 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 of this feature can be canceled by the customer when desired.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**B. Descriptions of Feature Offerings (Cont'd)**

2. 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.

When the customer dials a code the central office equipment automatically redials the calling number that is stored in the central office equipment call detail record. If the called line is not busy, the call is placed. If the called line is busy a queuing process begins. For the next 30 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.

This feature will not function from a line or trunk that does not have an associated telephone number e.g., multi-line hunting groups. In addition, the callback number must be capable of receiving incoming calls.



**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

B. Descriptions of Feature Offerings (Cont'd)

3. Priority Ringing

This feature provides a distinctive ringing pattern to the subscribing customer for calls received from subscriber-specified telephone numbers. The customer creates a screening list of up to ten telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

The customer may also obtain a screening list up to a 32 number capacity at an additional charge.

If the customer also subscribes to Call Waiting in Section 11, X. of this tariff and a call is received from a telephone number on the Priority Ringing screening list while the line is in use, the Call Waiting tone will also be distinctive.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a number that represents all the lines in a collection of lines, such as multi-line hunt groups.

Some customer premises equipment may not be compatible with Priority Ringing service.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**B. Descriptions of Feature Offerings (Cont'd)**

4. Special Call Acceptance

Provides the customer the ability to screen incoming calls against a list of up to ten subscriber-specified directory numbers and then accepts calls only from those specified directory numbers. The customer may also obtain a screening list up to a 32 number capacity at an additional charge.

A screening list is created by the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he/she is attempting to call is not accepting calls at this time.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**B. Descriptions of Feature Offerings (Cont'd)**

5. Call Screening

Provides the customer the ability to prevent the completion of incoming calls from up to ten different subscriber-specified telephone numbers. A screening list is created by the customer through an interactive dialing sequence. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement to the effect that the party he/she is attempting to call does not wish to receive calls at this time. Any incoming calls not on the Call Screening list will be treated normally.

The customer may also obtain a screening list up to a 32 number capacity at an additional charge.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**B. Descriptions of Feature Offerings (Cont'd)**

6. Preferred Call Forwarding

Allows the customer to transfer only subscriber-specified calls to another telephone number, within the exchange or on the long distance telecommunications network. A screening list of up to ten numbers is created by the customer through an interactive dialing sequence. Subsequently, calls are forwarded to the designated telephone number only if the calling number can be obtained and is found to match a number on the screening list. Customer subscription to the call forwarding feature is not required for this option to work.

The customer may also obtain a screening list up to a 32 number capacity at an additional charge.

The customer is responsible for the payment of any toll charges between the Preferred Call Forwarding telephone and the telephone to which the call is being forwarded.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multi-line hunt groups.

Transmission may vary depending on distance and routing necessary, therefore transmission may not meet normal standards.

This feature cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**B. Descriptions of Feature Offerings (Cont'd)**

7. Call Trace

Call Trace enables the customer to initiate an automatic trace of the last completed incoming call by dialing an activation code. Upon activation by the customer, the equipment makes a record of the incoming call detail, which includes the calling number, and the time the call was received. The conversation is not recorded. A customer using this feature will be required to contact the appropriate local law enforcement agency for further action. The results of a trace will be furnished only to legally constituted authorities upon a proper request from them to Valley Telephone Cooperative, Inc. The customer is not provided the traced number.

The ability to invoke Call Trace is provided to all of the Cooperative's customers at no charge and does not require customer subscription prior to activation of the service. Call Trace is billed per successful trace invoked by the customer.

A successful trace cannot be made if the incoming call originates in a central office that does not have common channel signaling arrangements between it and the terminating central office. This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group.

If the customer makes or receives another call after hanging up from the annoying call prior to activating the trace, Call Trace will not record the correct number.

At its option or upon receipt of a proper request from a law enforcement agency, the Cooperative will set up a temporary tracing arrangement using Call Trace (or manual trap and trace where Call Trace is not available) at no charge to the customer when in the judgement of the Cooperative or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Customer Originated Call Trace or subscription to Call Trace is not a suitable solution.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

**C. Regulations and Limitations of Service**

1. Special calling features are available to one party residential and business customers. PBX trunk and pay telephone services are excluded from this tariff offering.

2. The following limitations apply:

(a). Features requiring common channel signaling arrangements to function will only operate on calls originating and terminating within offices equipped with these arrangements or similarly equipped offices of interconnecting carriers. Therefore, provision of these features is subject to available facilities and limited to central offices specifically equipped to provide such features.

(b). Feature number screening lists must contain telephone numbers of subscribers served out of offices equipped with common channel signaling arrangements to function.

(c). When multiple optional features are activated on the same line certain features may take precedence over others.

MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVI. SPECIAL CALLING FEATURES (Cont'd)

D. Rates and Charges

1. Recurring Charges:

The following monthly rates are in addition to the rates and charges applicable to the associated service.

	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residence</u>
(a). Repeat Dialing	\$4.00	\$2.00
(b). Call Return	4.00	3.00
(c). Priority Ringing	3.00	2.50
(d). Special Call Acceptance	3.00	2.00
(e). Call Screening	3.00	2.00
(f). Preferred Call Forwarding	2.65	2.00
(g). Additional Screening List-32 Numbers	2.00	2.00
(h). Customer Originated Call Trace - successful trace activation. <sup>1</sup>	\$10.00	per each

2. Feature Package Offerings:

The following rate schedule provides a discount price when two or more of the preceding features are ordered together on the same customer's line. Customer originated call trace is not included in this package offering.

	<u>Monthly Discount</u>	<u>Cumulative Discount</u>
First feature	\$ .00	\$ .00
Second feature	.50	.50
Third feature	1.00	1.50
Fourth feature and beyond	1.50	3.00

<sup>1</sup>

The ability to invoke the Customer Originated Call Trace feature is provided to all of Valley Telephone Cooperative customers at no charge, and cannot be considered as a subscription service when applying a package discount.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVI. SPECIAL CALLING FEATURES (Cont'd)**

D. Rates and Charges (Cont'd)

3. Service Charges

(a) If Special Calling Features are installed at the time of the initial installation of service no additional installation charges apply.

(b) If features are added to residential or business lines or changed after the initial service installation, a secondary service order charge will be applied. Secondary service order charges are listed in Section 5 of the Member Services Tariff.

(c) Customers who request to add the foregoing new services to their service arrangement within ninety (90) days of the new service offering will receive a waiver of nonrecurring installation charges.

**XVII. CALLER ID SERVICE**

A. Application

Caller ID Service is the general category of the following services which assist customers in the management of incoming and outgoing calls.

B. Description of Feature Offerings

1. Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access line(s). When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

2. Calling Name Delivery - Allows for the transmission of Calling Party Name (CNM) to the subscriber's access line(s). When a party is on-hook, CNM is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the CNM transmission.

3. Anonymous Call Rejection (ACR) - Allows subscribers to automatically reject all calls that have been "blocked", and therefore marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.



**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE** (Continued)

C. Availability of Blocking

Any Cooperative calling party may prevent the delivery of their CPN and CNM to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per-call blocking. Per-call blocking is available at no charge.

If a calling party activates blocking, the CPN and CNM will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block number and name delivery.

Per-line blocking will be offered at no charge to a particular customer if the customer requests per-line blocking by directly contacting the Cooperative. Customers who request per-line blocking also have the ability to unblock their line on a per-call basis by dialing an access code (\*82 or 1182) immediately prior to placing the call. The \*82 (or 1182) access code deactivates per-line blocking and delivers the CPN and CNM for that call. Per-line blocking is automatically reactivated when the customer terminates the call.

In cases of emergency, an operator may assist the caller to override conditions imposed on a telephone line by the availability of Caller ID Service.

The blocking of Caller ID will not be provided on calls originating from pay telephones.

D. General Rules and Regulations

1. Caller ID will be provided in connection with one-party residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, pay telephone services are excluded from this tariff offering.

2. Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID service is available, any calling party, whether they subscribe to Caller ID or not, has per-call blocking capability, unless that customer is calling from a pay telephone.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE** (Continued)

**D. General Rules and Regulations** (Continued)

3. The Cooperative shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such telephone number to any person.

The Cooperative shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.

The Cooperative shall not be liable for any and all claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Cooperative.

4. A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:

(a) verifying network performance or testing the provision of caller identification service;

(b) compiling, using, and disclosing aggregate Caller ID information; or

(c) complying with applicable law or legal process.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE (Continued)**

E. Feature Interactions

1. Customers that subscribe to Calling Number Delivery and/or Calling Name Delivery and to the Call Waiting or the Call Waiting with Cancel feature combinations will have the capability to see the calling party's number and/or name displayed on the Caller ID CPE when an incoming call encounters the call waiting function, provided that the Cancel Call Waiting feature has not been activated and the customer's Caller ID CPE is equipped to provide calling party information in conjunction with Call Waiting functions.

2. Caller ID information will not be displayed under the following conditions:

a. If the called party is off-hook and does not subscribe to the Call Waiting or Call Waiting with Cancel features in combination with Caller ID, or does subscribe to these feature combinations but does not have CPE compatible with Call Waiting.

b. If the called party answers during the first ring interval.

3. Caller ID is not available with services based on distinctive ringing which have a silent interval length insufficient for CPN and CNM transmission.

4. Identification of specific stations or extensions served by customer premises equipment is not possible. The main directory number associated with the customer premise equipment will be displayed.

5. Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.

6. When Caller ID service is provided in connection with line-side PBX trunk connections, the Cooperative makes no guarantee that the calling party information will be delivered in a manner such that the customer's equipment will be able to transmit that information to the stations or extensions served by the customer premise equipment. Customers subscribing to Caller ID services in conjunction with line-side PBX connections are responsible for the provision of compatible customer premise equipment which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID services on line-side PBX connections will be the responsibility of the customer. The Cooperative assumes no liability and will be held harmless for any damage to the customer's equipment due solely to the transmission of the calling party information or for any incompatibility of the customer's equipment to perform satisfactorily with the information transmitted.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE** (Continued)

F. State and Local Government Undercover Operations Special Service Arrangements

The parameters of the special service arrangement are as follows: State and Local government entities authorized to conduct undercover or surreptitious civil or criminal investigations, where the existence or conduct of an investigation or the identity of the investigator may be disclosed or compromised by Caller ID Service, may be eligible to receive at no charge, for a period not to exceed 90 calendar days, Key and PBX Trunk local exchange service access lines which allow for multiline hunting (as offered in this local exchange tariff) and Touch-Tone; both services to be used only in connection with a service arrangement that will mask the identity of the calling number and name. In addition, any nonrecurring charges and the FCC Subscriber Line charge associated with these access lines will be waived. All monthly and nonrecurring charges will begin to accrue for each access line on the 91st calendar in service day.

The services provided under the special service arrangement will be offered only in exchanges where Caller ID Service, as furnished by the Cooperative, is available.

Each State or Local government entity must request and receive sponsorship, on an individual access line basis, from the Texas Attorney General for access or subscription to this special service arrangement. The special service arrangement must be requested by the Texas Attorney General on behalf of any State or Local government entity which, in the judgement of the Texas Attorney General, is authorized to conduct undercover or surreptitious civil or criminal investigations.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE (Continued)**

**F. State and Local Government Undercover Operations Special Service Arrangements (Continued)**

For the purpose of requesting the special service arrangement, the State Attorney General will designate a representative that will act as liaison between all State and Local government agencies and the Cooperative. The Cooperative will also designate a representative to coordinate with the State Attorney General representative. In addition, the Cooperative will establish internal procedures to administer requests for the special service arrangement.

The total number of in service local exchange access lines and Touch-Tone services provided for under the special arrangement for use by all State and/or Local government entities in the conduct of undercover or surreptitious civil or criminal investigations cannot exceed ten (10) at any given time.

The Texas Attorney General will be responsible for ensuring that the services provided at no charge under the special service arrangement are to be used only by authorized representative(s) of State and/or Local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVII. CALLER ID SERVICE (Continued)**

G. Caller ID Service - Rates and Charges

1. The rates shown below are in addition to the established rates and charges for the services with which the feature is associated. The rate does not include a charge for an instrument or other customer premises equipment.

	<u>Monthly Rate</u>
Calling Number Delivery (CND)	
Residence	\$4.00
Business	5.50
Calling Name Delivery (CNMD)	
Residence	4.00
Business	5.50
Anonymous Call Rejection (ACR)	
Residence	0.50
Business	1.00

2. Feature Packages [1]

	<u>Monthly Rate</u>
Calling Number Anytime (CND and Call Waiting or Call Waiting with Cancel)	
Residence	\$4.50
Business	6.00
Calling Name Anytime (CNMD and Call Waiting or Call Waiting with Cancel)	
Residence	\$4.50
Business	6.00
Caller ID Plus (CND and CNMD)	
Residence	\$6.00
Business	8.00
Caller ID Advantage (CND, CNMD, and ACR)	
Residence	\$6.25
Business	8.25

[1] Rates for feature packages including Call Waiting or Call Waiting with Cancel are not in addition to, but are in lieu of, any other package discounts offered in Section X of this tariff.

MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVII. CALLER ID SERVICE (Continued)

G. Caller ID Service - Rates and Charges (Continued)

2. Feature Packages (Continued) [1]

	<u>Monthly Rate</u>
Caller ID Anytime (CND, CNMD, and Call Waiting or Call Waiting with Cancel)	
Residence	\$6.75
Business	8.75
Caller ID Deluxe (CND, CNMD, ACR, and Call Waiting or Call Waiting with Cancel)	
Residence	\$7.00
Business	9.00

3. Service Charges:

(a) If Caller ID Services are installed at the time of the initial service installation, either business or residence, no additional service charges apply.

(b) A secondary service charge will apply when features or packages are added or changed after the initial service installation. The secondary service order charge is listed in Section 5 of the General Exchange Tariff.

(c) The Cooperative will waive service charges associated with requests to add Caller ID Services or packages for a 90 day period after the services or packages are first made available beginning with the effective date of this tariff.

[1] Rates for feature packages including Call Waiting or Call Waiting with Cancel are not in addition to, but are in lieu of, any other package discounts offered in Section X of this tariff.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XVIII. DIRECT INWARD DIALING (DID) SERVICE**

A. General

1. DID Service consists of the central office switching equipment necessary to connect calls from the local exchange and long distance telecommunications network directly to stations or attendant positions associated with customer premises switching systems, without intermediate handling by an attendant.

2. The provision of DID service is subject to the availability of Cooperative facilities and telephone numbers, as well as the utilization of properly equipped customer premises equipment.

3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not allow for the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.

4. The operational characteristics of interface signals between Cooperative-provided connecting arrangements and customer-provided switching equipment must conform to Cooperative specifications.

5. The Cooperative shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of the Cooperative render any customer-provided equipment or facilities obsolete, require modification of, or otherwise affect the use or performance of such equipment or facilities.



MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVIII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. General (Continued)

6. The Cooperative will provide directory listings in accordance with the regulations of Section 7 of this tariff. DID numbers furnished under these provisions are not entitled to free directory listings.

7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.

8. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements.

9. DID telephone numbers are normally provided in blocks of 100 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. The Cooperative retains its rights to the telephone numbers used in DID Service as provided in Section 3 of this tariff.

MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XVIII. DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. Rates and Charges

The rates and charges shown below are in addition to applicable rates for local exchange service and any applicable service charges as provided in this tariff.

	<u>Monthly Rate</u>	<u>Installation Charge [1]</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
First 100 DID Numbers Assigned, Minimum Charge	\$145.00	\$145.00
Each Additional 100 DID Numbers Assigned After First 100	\$ 50.00	\$145.00

[1] Applicable in each instance a service order is received to install or change one or more groups of DID numbers.

**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIX. DIRECTORY ASSISTANCE SERVICE**

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**A. Local and IntraLATA Directory Assistance**

**1. General**

a. The Cooperative furnishes Directory Assistance Service whereby customers may request assistance in determining local and/or intraLATA directory listing information.

b. The rates set forth below apply to calls from customers whose requests for local and intraLATA directory information are provided by the Cooperative and billed to its subscribers.

**2. Regulations**

a. Single line residential or business customers are allowed three Directory Assistance calls per month without a charge. Customers with multiple-line service shall be allowed two additional calls per month per line up to the first twenty-five additional lines and, thereafter, one call per month for each additional line.

b. Customers may make two listing requests per call at no additional charge. Each additional listing request after the first two will be charged \$0.50. There is a maximum of ten requests per call. Customers desiring more than one listing per call should inform the Directory Assistance operator at the beginning of the call.

c. The rates listed below apply whether the customer places a call to the Directory Assistance attendant directly, via an operator, or has Directory Assistance charges billed to a telephone calling card or a telephone number other than the originating number.

d. No credit will be given for any unused portion of the customer's free monthly allowance. No credit will be given for requested telephone numbers that are nonpublished or nonlisted. No credit will be given for requested telephone numbers that are not found in the directory.

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**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XIX. DIRECTORY ASSISTANCE SERVICE (Continued)**

**A. Local and IntraLATA Directory Assistance (Continued)**

**2. Regulations (Continued)**

e. Call allowances are not transferable between separately billed accounts of the same customers.

f. Charges for Directory Assistance Service are not applicable to calls placed from Hospitals, or from Pay Telephone Exchange Access Service. However, an end user may bill Directory Assistance charges from pay telephones to a calling card or a telephone number other than the originating number as specified in the Pay Telephone Exchange Access Service section referenced above.

g. Customers whose physical disabilities prevent them from using the telephone directory are also excluded from Directory Assistance charges. Such customers must provide the Cooperative with a certificate signed by a physician or issued by any agency recognized by the state as having the authority to certify such disabilities.

h. Calls placed from Pay Telephone Exchange Access Service will be given a maximum of two requests per call.

**3. Rates and Charges**

Directory Assistance Rate per Use

First three calls per month	Free
Each additional call	\$0.50

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MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XX. PACKAGED OFFERINGS

A. General

1. The following package is only available to qualifying existing or new residential customers. All requests for service are subject to the General Rules and Regulations found in Section 3 of this Member Services Tariff.

2. Applicable service charges as specified in Section 5 of this Member Services Tariff apply unless otherwise indicated herein.

3. Descriptions of the individual service features contained in the following package may be found in Subsections X and XVI preceding.

4. This package cannot be used to qualify the customer for any other tariff feature package.

5. The services are furnished only where adequate and suitable facilities permit.

6. Features included in Packaged Offerings described below are subject to the general rules and regulations specified for such features in other areas of this tariff.

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Issued By: Dave Osborn, General Manager  
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**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XX. PACKAGED OFFERINGS** (Continued)

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**B. Description**

1. Valley Save-A-Bundle

The Valley Save-A-Bundle package includes the following:

- 2 Residential Local Exchange Access Lines
- The customer's choice of any or all of the following features, per line:
  - Caller ID (Calling Name and Number Delivery)
  - Call Waiting
  - Call Waiting ID
  - Call Waiting with Cancel
  - Three-Way Calling

**C. Rates and Charges**

1. The rates quoted in this section are for periods of one month, payable in advance and provide unlimited flat rate calling within the local calling scope, as defined in Section 4 of this Member Services Tariff.

2. Rates shown herein do not include all applicable taxes, fees and surcharges or other applicable tariffed charges such as the End User Subscriber Line Charge, the Federal Universal Service Fund Charge or the Extended Local Calling Service Charge, if applicable.

3. The Cooperative will waive applicable service charges associated with requests to install this package for the first ninety days the package is made available in the Cooperative's exchanges.

4. Monthly Rate for Valley Save-A-Bundle.....\$19.99

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**MEMBER SERVICES TARIFF**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XXI. PREPAID LOCAL TELEPHONE SERVICE**

T

**A. General**

1. Prepaid Local Telephone Service (PLTS) is a tele-communications service assistance program available to eligible residential telephone service subscribers as a one-time option.

2. PLTS is offered in accordance with P.U.C. SUBST. R. 26.29.

3. Regulations contained in this tariff section apply to PLTS, only.

4. Customers subscribing to PLTS will receive the following services:

a. Voice grade dial tone residential service;

b. mandatory services where offered by the Cooperative, including extended area service (EAS), extended metropolitan service (EMS), or expanded local calling service (ELC);

c. tone dialing service;

d. access to 911 service;

e. access to dual party relay service;

f. the ability to report service problems seven days a week;

g. access to the Cooperative's business office;

h. one primary directory listing;

i. toll blocking service, and

j. non-published listing service or non-listed service, if offered by the Cooperative, at the customer's option.

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**XXI. PREPAID LOCAL TELEPHONE SERVICE** (Continued)

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**B. Explanation of Terms**

The following terms when used in this section shall have the following meaning unless the context clearly indicates otherwise:

1. Basic Local Telecommunications Service - Includes services listed in subsection A. 4. of this tariff.

2. Disconnection of telephone service - The period after which a customer's telephone number is deleted from the central office switch and databases.

3. Service connection charge - A charge applied by the Cooperative to connect service to a customer's telephone line after it has been disconnected by the Cooperative.

4. Service restoral charge - A charge applied by the Cooperative to restore service to a customer's telephone line after service has been suspended by the Cooperative.

5. Suspension of telephone service - The period during which the customer's telephone line does not have dial tone but the customer's telephone number is not deleted from the central office switch and databases.

6. Toll blocking - Blocking of a customer's access to toll providers and toll services.

7. Usage-sensitive blocking - Blocking of a customer's access to services which are charged on a usage sensitive basis for completed calls. Such services include, but are not limited to, call return, call trace, and auto redial.

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**XXI. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

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**C. Eligibility Requirements for PLTS**

1. PLTS is available to:

Current or former residential customers, only:

a. Former customers whose application would otherwise be denied due to indebtedness to any dominant certificated telecommunications utility (DCTU) or other telecommunications carrier.

b. Current customers - Residential customers of the Cooperative who have not been disconnected from the network but who have received a notice concerning the availability of PLTS following suspension of service for non-payment for services.

2. PLTS may not be provided to current or former customers who have previously received PLTS from the Cooperative.

3. PLTS is not available for business customers.

4. Procedures for Establishing Eligibility

a. To subscribe to PLTS, current or former customers must request PLTS from the Cooperative during the Cooperative's regular business hours.

b. The Cooperative shall confirm the customer's subscription to PLTS within 24 hours of a customer-initiated inquiry by mailing a confirmation letter explaining the PLTS plan in detail.

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**D. Provision of Service**

1. The customer subscribing to PLTS shall have mandatory toll blocking and usage sensitive blocking, if necessary, placed on the customer's telephone line.

2. The customer subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's telephone number by the Cooperative, through tariffs or contracts. The PLTS customer shall not subscribe to any services offered by the Cooperative other than those included in PLTS, as defined in subsection A. 4. of this tariff.

**E. Rates for PLTS Customers**

1. The recurring monthly rates for customers subscribing to PLTS include the applicable residential tariffed rate for services described in subsection A. 4. of this tariff; any tariffed charges for non-listed or non-published service, if offered by the Cooperative and if requested by the customer; and any surcharges and fees authorized by a governmental entity that are billed by the Cooperative. These surcharges include, but are not limited to, 911, subscriber line charge, sales tax, and municipal fees.

2. Nonrecurring rates shall include all appropriate service connection or service restoral charges, which will be applied under the following conditions:

a. Service connection charges

Where a former customer was disconnected from basic local service without a suspension period prior to disconnection, and the customer subsequently subscribes to PLTS, the Cooperative will defer the service connection charge if the former customer subscribes to PLTS within 10 days from the date the Cooperative mails a termination notice that describes PLTS eligibility to that former customer.

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**E. Rates for PLTS Customers** (Continued)

2. (Continued)

a. (Continued)

The deferred service connection charge will be due when the PLTS subscriber leaves PLTS service to return to basic local service.

b. Service restoral charges

Where a current customer's service was suspended for non-payment, service restoral charges will be due when the PLTS subscriber leaves PLTS service to return to basic local service.

3. The Cooperative shall not assess late charges on PLTS subscribers.

**F. Payments Under PLTS**

1. The PLTS subscriber is required to make an initial payment for service. This payment cannot exceed charges for two months of service under the PLTS plan described in this tariff, and any applicable non-recurring service connection or restoral charges.

2. Subsequent monthly recurring payments by the PLTS subscriber shall not exceed the rates for one month of service under PLTS.

3. The due date for subsequent monthly payments for PLTS shall be based upon the Cooperative's regular monthly billing cycle.

4. A PLTS customer may also be required to make payments under the deferred payment plan as described in subsection G. of this tariff.

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**XXI. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

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**G. Deferred Payment Plan for PLTS**

1. As a condition of receiving PLTS, the Cooperative may require a PLTS applicant to enter into a deferred payment plan for any outstanding debt owed to the Cooperative for the same services previously received under basic local service and now subscribed to under PLTS. The deferred payment plan for PLTS shall not include any outstanding debt for any services that will not be received by the customer under PLTS, including but not limited to, intraLATA and interLATA long distance services.

2. The Cooperative shall determine the amount the PLTS subscriber owes for basic local services previously received and which the customer subscribes to under PLTS. The Cooperative will apply any undesignated partial payment made by the PLTS subscriber prior to PLTS subscription to the amount owed the Cooperative for services previously received under basic local service and to which the customer subscribes under PLTS. The Cooperative will not reallocate undesignated partial payments to amounts yet to be incurred for basic local telecommunications service.

3. If the Cooperative is unable to determine the amount of outstanding debt owed for the services previously received under basic local service and now subscribed to under PLTS, the Cooperative shall not require an applicant to enter into a PLTS deferred payment plan.

4. Monthly payments under the PLTS deferred payment plan will be established as follows:

a. The amount of the monthly payment shall not exceed the greater of \$10 or one-twelfth of the outstanding debt.

b. The initial deferred payment shall be billed beginning with the third billing cycle after initiation of PLTS service and thereafter will be billed on a monthly basis.

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**XXI. PREPAID LOCAL TELEPHONE SERVICE** (Continued)

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**H. PLTS Subscriber Deposits**

1. The Cooperative shall not require a deposit from any applicant for PLTS.

**I. Disconnection of PLTS Service**

1. Disconnection With Notice

The Cooperative shall disconnect a PLTS subscriber after notice for any of the following reasons:

a. Failure to comply with the terms of a PLTS deferred payment plan;

b. Upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or

c. Violation of the Cooperative's rules pertaining to use of PLTS in a manner which interferes with the service of others or for the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer has been provided with a reasonable opportunity to remedy the situation.

2. Disconnection Without Notice

a. The Cooperative shall immediately disconnect a PLTS subscriber without notice under the following conditions:

(1). If the PLTS subscriber accrues new billable charges for toll or other services on their telephone bill;

(2). Where a known dangerous condition exists for as long as the condition exists; or

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**XXI. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

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**I. Disconnection of PLTS Service (Continued)**

2. Disconnection Without Notice (Continued)

a. (Continued)

(3). Where service is connected without authority by a person who has not applied for the service or who has reconnected service without authority following termination of service.

b. The Cooperative shall send a final notice to a PLTS customer who has been disconnected pursuant to the provisions of this subsection, stating that the customer has been permanently disconnected from PLTS and that the customer shall no longer be eligible for PLTS from the Cooperative. The notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local service.

**J. Return of PLTS Subscriber to Basic Local Service**

1. The PLTS subscriber may return to the Cooperative's basic local service providing that the customer has:

a. paid all outstanding debt in full to the Cooperative, including indebtedness for the carriage charges of interexchange carriers where the Cooperative bills those charges pursuant to tariffs or contracts; and

b. paid all bills for PLTS.

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**J. Return of PLTS Subscriber to Basic Local Service** (Continued)

2. The Cooperative shall notify the PLTS subscriber upon satisfaction of the obligations above that:

a. the customer is eligible to return to basic local service without PLTS restrictions;

b. the customer may request basic local service including toll blocking and or usage-sensitive blocking, if applicable, at the Cooperative's tariffed rate and that such services may be removed at any time upon the customer's request; and

c. the customer must contact the Cooperative to arrange to be returned to basic local service.

3. In addition to the requirements stated in this subsection, in order to return to basic local service the PLTS customer must:

a. Request subscription from the Cooperative for basic local service; and

b. Pay the service restoral fee or service connection charges as described in subsection E. of this tariff, if applicable and assessed by the Cooperative.

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**XXII. DIGITAL PBX SERVICE**

A. General

1. The purpose of this tariff is to offer Digital PBX Service. Digital PBX Service provides circuit switched voice and circuit switched data communications between the customer's premises and the serving central office. This service provides the customer with a 1.544 Megabit per second (Mbps) facility capable of delivering up to twenty-four line terminations.

2. This service will be offered within all of the Cooperative's exchanges where facilities are available.

B. Definitions

1. Digital Transmission Loop Arrangement - Includes the provision of a digital multichannel transmission path between the serving central office and the customer's premises, transmission equipment, and the network interface. Each arrangement provides a maximum capacity of twenty-four 64 Kilobit per second (Kbps) channels.

2. Line Termination - Includes a line card that provides circuit continuity between the Digital Transmission Loop Arrangement and the public switched telephone network (PSTN).

3. Line Termination Activated - Includes a plug-in unit required to activate a channel in the Digital Transmission Arrangement.

4. Digital Network Component - Includes the use of the PSTN. The Digital Network Component is not applicable to Foreign Exchange Service.

5. Loop Protection - Optional feature that provides automatic restoration of the Digital Transmission Loop Arrangement facility and physical route redundancy from the network interface at the customer's premises to the customer's serving central office in the event of a transmission failure caused by a single facility break or a single electronics failure. The automatic restoration capabilities are provided through the use of intelligent components which are capable of sensing transmission failures. The primary and secondary transmission paths are separately routed in geographically and physically separate fiber optic cables up to the nearest point to the customer's premises allowing route redundancy. In the event of a transmission failure, the intelligent components will automatically switch the primary to the secondary path within 2.

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liability for the provision of this service is limited by the provisions of Section 3 of this tariff.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XXII. DIGITAL PBX SERVICE**

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C. Rules and Regulations

1. The rules and regulations specified herein for Digital PBX Service are in addition to other applicable rules and regulations found in this and other sections of this tariff. Where other rules and regulations apply on a "per-line" basis, they shall apply on a "per-Line Termination" basis for Digital PBX Service.

2. Digital PBX Service is available only where necessary facilities and operating conditions exist.

3. Digital PBX Service is offered only for connection with FCC Part 68 registered equipment which performs switching functions and/or connects with the PSTN on a pooled basis.

4. Where available facilities exist, customer requests for ancillary services compatible with Digital PBX Service will be accepted and furnished in accordance with the regulations applicable to said ancillary services as provided in this tariff.

5. Digital PBX Service may not be shared or jointly used except as allowed by this tariff.

6. The customer is responsible for ensuring that their equipment is compatible with Digital PBX Service.

7. Except as noted herein, the minimum service term for any component of Digital PBX Service is thirty days.

8. Where a customer transfers Digital PBX Service to a new customer upon concurrence of the Cooperative, the new customer will incur the appropriate charges for the transfer of service as provided for in this tariff. In addition, the new customer is responsible for the previous customer's indebtedness, if any.

9. Customer requests for dual service (i.e., a move within the same central office serving area with the same service furnished at both the old and the new customer premises) or for moves of service within or to a different central office serving area will be considered a disconnect and new connect for the affected services. Installation charges and Service Connection charges are applicable.

10. Digital PBX Service is not available with vacation service as provided in this tariff.

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**XXII. DIGITAL PBX SERVICE**

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C. Rules and Regulations (Continued)

11. The Cooperative assumes no responsibility for the form, fit, of function of the information content carried via Digital PBX Service.

D. Special Digital PBX Service Requests

1. Customer requests for Intrastate, IntraLATA non-DID Foreign Exchange Line Terminations may be accepted. In addition to the rates, charges, and regulations of this tariff, such requests will be provided under the Private Line Tariff in which the Cooperative concurs.

2. Digital PBX Service will be furnished at the rates contained in this Tariff, provided facilities are available. Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover any unusual expenditures incurred, or to contract for the services beyond the initial period, or both.

3. At the Cooperative's option, the Cooperative may allow the customer to defer all installation and applicable service connections charges and pay for these changes over a three month billing cycle.

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XXII. DIGITAL PBX SERVICE

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E. Rates and Charges

<u>Service Components</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
		<u>First (2) Unit</u>	<u>Add'l (3) Unit</u>
1. Digital Transmission Loop Arrangement (per arrangement)	\$360.00	\$450.00	\$380.00
2. Line Termination			
Each Termination:			
• Inbound, non-DID	3.00	0.00	0.00
• Inbound, DID (4)	3.00	0.00	0.00
• Outbound (5)	3.00 0.00	0.00	
• Inbound/Outbound (5)	3.00	0.00	0.00
Each Termination or Channel Location Moved or Changed	0.00 150.00	100.00	
3. Line Termination Activated			
Each non-DID	9.00	60.00	20.00
Each DID	9.00	60.00	20.00
4. Digital Network Component (6)	12.25	16.35	16.35
5. Optional Features			
Loop Protection (7) (per Digital Transmission Loop Arrangement)	140.00 355.00	355.00	

See Page 46 for Footnotes.

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**XXII. DIGITAL PBX SERVICE**

E. Rates and Charges (Continued)

Footnotes:

- (1) In addition to installation charges listed in the section, Service Charges, as provided in Section 5 may also apply.
- (2) The first unit charge applies to each first service component installed, per request, per due date, per account.
- (3) The additional unit charge applies to additional service components installed at the same serving central office and at the same time as the first unit.
- (4) Requires DID Service as provided in Section 11 of this tariff.
- (5) Requires touch tone calling as provided in this tariff.
- (6) Not applicable with Foreign Exchange Service.
- (7) Loop Protection will be provided where fiber optic facilities are available. Where fiber optic facilities are not available, but could technically be provided, special construction charges may apply.

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F. Optional Service Contracts

1. The customer may select to enter into a service contract with the Cooperative for each Digital Transmission Loop Arrangement of either 12, 24, 36, 48, or 60 months. The customer will be required to sign an agreement for the service term selected for each Digital Transmission Loop Arrangement. The service may not be changed for the term of the agreement. The rates for each Digital Transmission Loop Arrangement, as shown below, will not be subject to Cooperative initiated rate increases for the duration of the agreement.

2. If the customer disconnects a Digital Transmission Loop Arrangement prior to expiration of the service agreement, the customer will be required to pay a charge equal to the Digital Transmission Loop Arrangement monthly rate in effect on the date of the agreement times the number of months remaining on the service term for each Digital Transmission Loop Arrangement disconnected. This charge will not be applicable if the customer requests to move the disconnected Digital Transmission Loop Arrangement to another locations served by the Cooperative pursuant to XXI.C.9 above.

3. The customer may add Digital Transmission Loop Arrangements to an existing agreement at the same customer location. The additional Digital Transmission Loop Arrangements may be provided under the same monthly rates, service term, and expiration date as the existing Digital Transmission Loop Arrangements. If the customer selects a different service term for the additional Digital Transmission Loop Arrangements, the customer will be required to sign a new agreement for the additional Digital Transmission Loop Arrangements at the then current rates.

4. Upon the expiration of an agreement, the customer may request to:

a. Continue service without signing an agreement. Service will be provided on a Month-to-Month basis, as shown in XXI.E above, at the then current rates, which are subject to change.

b. Continue service by selecting a new service term for each Digital Transmission Loop Arrangement of either 12, 24, 36, 48, or 60 consecutive months. The customer will be required to sign a new agreement for the service term selected at the then current rates. The new service term will commence on the day following the expiration of the previous agreement.

c. Disconnect the service.

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F. Optional Service Contracts (Continued)

5. If the customer has not notified the Cooperative by the expiration of the agreement regarding the service term desired, the service will be continued under the Month-to-Month basis, as shown in Section XXI.E above, at the then current rates.

6. Service Term Rates:

<u>Monthly Rates</u>	<u>Service Term</u>				
	<u>12 Mo.</u>	<u>24 Mo.</u>	<u>36 Mo.</u>	<u>48 Mo.</u>	<u>60 Mo.</u>
Digital Transmission Loop Arrangement, per each arrangement	\$360.00	\$315.00	\$290.00	\$250.00	\$205.00

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**XXIII. 811 DIALING SERVICE**

**A. General**

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (811 Customer). 811 Service is used by the One Call Notification system to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission's Sixth Report and Order (FCC 05-59) in CC Docket 92-105.

811 Service determines the central office serving the calling party, converts the dialed digits to a Customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

**B. Regulations**

In addition to the following rules and regulations, the Rules and Regulations in Section 3 of the Cooperative's Member Services Tariff shall also apply.

1. 811 Service is offered subject to the availability of facilities and is not available for resale.

2. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Cooperative will route calls based on the serving central office.

3. The Customer provided designated RTN must be a toll-free number to ensure that toll charges are not incurred by the end-user.

4. 811 Service can be accessed only by end-users who subscribe to the Cooperative's local exchange service, and by end-users who obtain service from an entity that utilizes the Cooperative's local switching to provide dial tone service to its end-users.

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**XXIII. 811 DIALING SERVICE (Continued)**

**B. Regulations (Continued)**

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5. 811 Service will not complete calls dialed using 1+, 0+, 0-operator assisted, 101XXXX, or inmate calls. 811 calls are not permitted where local calling is restricted.

6. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.

7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Cooperative does not undertake to perform nor shall it be responsible for such programming.

8. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.

9. The Cooperative will make every effort to route 811 calls to the appropriate call center(s); however, it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening Acts of God that interfere with telephone service and/or with routing. The Cooperative's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Cooperative reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Cooperative personnel, facilities or services.

10. 811 Service is provided solely for the benefit of the Customer. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity, including end users of the Cooperative or any providers of telecommunications service.

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**XXIII. 811 DIALING SERVICE (Continued)**

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**C. Explanation of Terms**

811 Customer: The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

Calling Party: The end user in a Cooperative Exchange placing an 811 call.

Terminating Number: The local or toll free number subscribed to by the 811 Customer.

**D. 811 Service Rates and Charges**

The Cooperative reserves the right to revise this tariff at a later date if charges are deemed appropriate or, if network rearrangements made by the Cooperative or at customer request in the future require the Cooperative to incur additional costs.

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**XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)**

A. General Description

1. Advanced Digital Services - PRI is a digital business service that provides access from a customer's premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps interconnection to the customer's premises.
2. Advanced Digital Services - PRI may be provisioned over a DS1 or other suitable facility. Advanced Digital Service - PRI and other local services are offered to the Company's end user customers only and may not be used by common carriers or traffic aggregators for the origination or termination of telecommunications traffic. Use of such service for transmitting interexchange traffic that does not either originate or terminate at the customer's premises within the exchange is prohibited.

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APPROVED**

MAY 12 '08 CONTROL# 35618

TARIFF CLERK

MEMBER SERVICES TARIFF

MISCELLANEOUS SERVICE ARRANGEMENTS

XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
(Continued)

A. General Description (Continued)

3. Advanced Digital Services - PRI is provided in base capacities of twenty-three (23) 56 Kbps "B" channels and one (1) 56 Kbps "D" channel (23 B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by up to five (5) Advanced Digital Services - PRIs for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types using the Call-by-Call feature as described herein. With optional Clear Channel Capability configurations, the "B" and "D" channels operate at speeds of 64 Kbps.
4. Customer Premises Equipment Facilities - Compatible customer premises equipment is required for Advanced Digital Services - PRI. All Equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Telcordia Technology (formerly Bellcore) specifications:

<u>Document Number</u>	<u>Description</u>
TR-NWT-001268	ISDN Primary Rate Access Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Access Generic Guidelines for Customer Premises Equipment

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XXIV.ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)**  
(Continued)

B. Definitions of Service Components

1. "B" Channel - (Bearer Channel) this is a 56 Kbps or 64 Kbps digital channel capable of transporting circuit switched data or circuit switched voice.
2. Caller ID Name+Number - This feature allows the calling party's number and name, if not set to block, to be displayed on compatible Customer Premises Equipment (CPE) when an incoming call is received, including those calls made to Direct Inward Dialing (DID) service telephone station numbers.
3. Call-by-Call Capability - When a customer has a Tie Line between customer premise equipment, an inbound WATS line, or a Foreign Exchange (FX) line, this feature allows the circuit switched data and voice services enabled over the PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and circuit switched data calls to utilize "B" channels on a call-by-call basis. Without this feature, each service type, circuit switched voice or circuit switched data, must have a dedicated "B" channel.

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
(Continued)

B. Definitions of Service Components (Continued)

4. Circular Hunting - This is a central office switch feature that dynamically points each new call attempt to the next idle "B" channel following the last channel either to have accepted a call or the last channel to have attempted to place a call. Circular Hunting serves to evenly distribute traffic through all the "B" channels in the trunk group within the route list in a forward ascending circular fashion. N
5. Clear Channel Capability - This is a characteristic of the transmission paths for Advanced Digital Services - PRI that engages the full 64 Kbps bandwidth contained in each "B" channel. In certain cases, customers will request this feature to gain an additional 8 Kbps over the standard 56 Kbps service. N T
6. Direct Inward Dialing (DID) Numbers - This service allows the customer to get a block of 100 sequential numbers where the Company's central office working in conjunction with customer premise equipment direct inbound calls to the customer directly to the called party's station equipment over the "B" channels. Additional charges for DID Numbers are found elsewhere in the General Exchange Tariff and shall apply as specified therein. T

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)

(Continued)

B. Definitions of Service Components (Continued)

- 7. "D" Channel - (Delta Channel) this is a 56 Kbps or 64 Kbps digital channel used to transport signaling and control information for the "B" channels. T
- 8. D-Channel Back-Up - In customer arrangements of two or more Advanced Digital Services - PRI, it provides advanced continuity of service by allowing a "D" channel of one PRI to automatically take over for a failed "D" channel of another PRI. T
- 9. Advanced Alternate Route - This allows incoming voice calls to overflow on a disaster and busy basis to a line or trunk side connection designated by the customer. A route may be limited in the number of simultaneous calls that can be routed. Technical limitations may exist with this service. N
- 10. Equal Access - This service allows the customer to select an interexchange long distance carrier for each Advanced Digital Service - PRI trunk group for circuit switched voice and circuit switched data. T

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MISCELLANEOUS SERVICE ARRANGEMENTS

XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI) -  
(Continued)

B. Definitions of Service Components (Continued)

- 11. Inform E9-1-1 - This optional feature will allow the Calling Party Number of the station to be sent to the E9-1-1 Selective Router and to the E9-1-1 database rather than the Billed Telephone Number or Main Listed Number. Special steps are required for station numbers to have 9-1-1 service features consistent with those provided to other end users in the same 9-1-1 service area. Automatic Number Identification (ANI), Automatic Location Identification (ALI), and/or Selective Routing are only available through prior authorization and coordination with the governmental agency responsible for 9-1-1 service within the area served by the private switch. It is the customer's responsibility in conjunction with the CPE switch provider to obtain prior authorization and coordination with the governmental agency responsible for E9-1-1 service, in addition to maintaining updated and current information to the E9-1-1 database of station user numbers and locations.

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MISCELLANEOUS SERVICE ARRANGEMENTS

XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI) -  
(Continued)

B. Definitions of Service Components (Continued)

- 12. Loop Protection - Provides automatic restoration of the Advanced Digital Services - PRI facility and physical route redundancy from the demarcation point at the customer's premises to the customer's normal serving office in the event of a transmission failure caused by a single facility break or single electronics failure. The automatic restoration capabilities are provided through the use of intelligent components which are capable of sensing transmission failures and rerouting traffic without human intervention. The primary and secondary paths are separately routed in geographically and physically separated fiber optic cables to the nearest point to the customer's premises that route redundancy can be achieved.
- 13. In the event of a transmission failure, the intelligent components will automatically switch the PRI service from the primary to the secondary transmission path within 2.0 seconds. Please note that the liability of VTCI for the provision of this service is limited to the Terms and Conditions of the General Exchange Tariff. Technical limitations may apply.

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MISCELLANEOUS SERVICE ARRANGEMENTS

XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
(Continued)

B. Definitions of Service Components (Continued)

14. Network Ring Again - This feature allows the customer to automatically complete calls made to busy stations of a different Private Branch Exchange system served by the same central office switch using PRI technologies.

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C. Regulations

1. Provision of Service

- a. Advanced Digital Service - PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service and when the plant facilities serving the customer is capable of providing Advanced Digital Service - PRI.
- b. The availability, functionality, and capabilities of Advanced Digital Service - PRI features and service offerings may vary by serving Central Office.
- c. Except as specified otherwise, Advanced Digital Services - PRI may not be used for any purpose for which consideration is rendered to pay any other party other than the Company. The Advanced Digital Services - PRI is designed for commercial business entities and not for commercial transport wireless or terrestrial carriers.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)**  
(Continued)

C. Regulations (Continued)

1. Provision of Service (Continued)

- d. Advanced Digital Service - PRI Specifications - All customer provided equipment used to interface with Company provided PRI are required to conform with Technical Reference Specifications as used by the Company.
- e. On-site battery back-up for Company provided line equipment at the customer's premises will be the customer's responsibility, including any expenses associated therewith.

2. Payment for Service

- a. Advanced Digital Service - PRI is offered under a Term Payment Plan with choices of 12 Months, 36 Months and 60 Months. The PRI service offered under the Term Payment Plans commence on the date the Company certifies the PRI is tested and ready for service.
- b. Temporary Suspension of Service is not offered for Advanced Digital Service - PRI.

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**XXIV.ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)**  
(Continued)

C. Regulations (Continued)

2. Payment for Service (Continued)

- c. Cancellation of Service Prior to Establishment of Service - In the event a customer initiates cancellation of Advanced Digital Service - PRI Service Orders before completion and certification of the PRI, only the Installation Charges will apply. If the PRI service is tested and certified ready for service, the customer agrees to a minimum of one-month billing if cancellation has occurred.
- d. Cancellation of Service Prior to Completion of the Term Payment Plan - In the event, the customer agrees to pay the equivalent of three (3) months recurring service at the Term Period that matches the current month's cumulative total months. For example, if a customer cancels a 60 Month Term Payment Plan in the 26<sup>th</sup> Month of consecutive service, the customer will be billed for three (3) monthly recurring charges based on the next Term Payment Plan Period; therefore, the rates of the 36 Month Term Payment Plan would be applied to the three months calculated as a Termination Charge.

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
(Continued)

C. Regulations (Continued)

3. Application of Charges and Rates

- a. The Rates and Charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff.
- b. Circuit Switched Voice calls are subject to Expanded Local Calling Service charges or Long Distance Message Telecommunications Service charges as specified elsewhere in the Company's Tariffs, if applicable.
- c. Circuit Switched Data calls are subject to either Local Usage sensitive rates\* based on minutes of use for local and/or Expanded Local Calling, or Long Distance Message Telecommunications Service charges as specified elsewhere in the Company's Tariffs.

- Local Usage rate per minute is \$0.01 after 30 free hours of data service per month.

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
 (Continued)

D. Rates and Charges

1. 12 Month Term Payment Plan

<u>Service Description</u>	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charges</u>	
Primary Rate Interface (PRI) Group	\$824.00	\$1,700.00	
<u>Optional Services &amp; Features</u>			
Caller ID Name+Number	\$75.00	\$300.00	
Call-by-Call Capability	\$25.00	\$75.00	
Circular Hunting	\$25.00	\$75.00	N
D-Channel Back-Up	\$120.00	\$200.00	
Advanced Alternate Route	\$75.00	\$200.00	N
Inform E9-1-1	\$150.00	\$200.00	
Loop Protection	\$150.00	\$300.00	
Network Ring Again	\$75.00	\$300.00	N
Network Rearrangements (Each)	\$0.00	\$50.00	

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
 (Continued)

D. Rates and Charges (Continued)

3. 36 Month Term Payment Plan

<u>Service Description</u>	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charges</u>	
Primary Rate Interface (PRI) Group	\$600.00	\$1,000.00	
<u>Optional Services and Features</u>			
Caller ID Name+Number	\$75.00	\$300.00	
Call-by-Call Capability	\$25.00	\$75.00	
Circular Hunting	\$25.00	\$75.00	N
D-Channel Back-Up	\$120.00	\$200.00	
Advanced Alternate Route	\$75.00	\$200.00	N
Inform E9-1-1	\$120.00	\$150.00	
Loop Protection	\$110.00	\$200.00	
Network Ring Again	\$75.00	\$300.00	N
Network Rearrangements (Each)	\$0.00	\$50.00	

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XXIV. ADVANCED DIGITAL SERVICES - PRIMARY RATE INTERFACE (PRI)  
 (Continued)

D. Rates and Charges (Continued)

4. 60 Month Term Payment Plan

<u>Service Description</u>	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charges</u>	
Primary Rate Interface (PRI) Group	\$550.00	\$800.00	
<u>Optional Services and Services</u>			
Caller ID Name+Number	\$75.00	\$300.00	
Call-by-Call Capability	\$25.00	\$75.00	
Circular Hunting	\$25.00	\$75.00	N
D-Channel Back-Up	\$120.00	\$200.00	
Advanced Alternate Route	\$75.00	\$200.00	N
Inform E9-1-1	\$100.00	\$100.00	
Loop Protection	\$100.00	\$150.00	
Network Ring Again	\$75.00	\$300.00	N
Network Rearrangements (Each)	\$0.00	\$50.00	

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