

**LOCAL EXCHANGE TARIFF**

**SCHEDULE OF RATES, RULES AND REGULATIONS  
GOVERNING LOCAL TELECOMMUNICATION SERVICES  
OFFERED BY**

**VTX TELECOM, LLC  
d/b/a VTX TELECOM**

**FOR ALL EXCHANGES WITHIN THE STATE OF TEXAS**

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**Issued: June 29, 2011**

**Effective: June 30, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**TABLE OF CONTENTS AND GENERAL INDEX**

**CONTENTS**

<b><u>Section Title</u></b>	<b><u>Section Number</u></b>
Table of Contents.....	1
Symbols for Tariff Changes.....	2
Description and Area of Operations.....	3
Definitions of Terms.....	4
General Rules and Regulations.....	5
Service Charges.....	6
Local Exchange Service.....	7
Directory Publication and Use.....	8
Miscellaneous Service Arrangements.....	9
Customer Provided Equipment and Facilities.....	10
Private Line Service.....	11
Digital BusIPlex Service.....	12

---

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**Effective: June 30, 2011**

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Access to Customer Premises .....	5
Acoustic, Inductive Connections.....	10
Additional Listings (See Directory Listings).....	8
Adjustment of Charges	
Overbillings and Underbillings.....	5
Service Interruptions.....	5
Allowance for Interruption of Service.....	5
Alterations.....	5
Alterations of Lines.....	5
Alternate Call Number Listings.....	8
Applicability of Service Charges.....	6
Applicant Deposits (See Deposits).....	5
Applicant's Recourse.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Application and Contracts for Service.....	5
Application for Service, Cancellation of.....	5
Application of Business Rates.....	6
Application of Residence Rates .....	6
Application of Tariff.....	5
Applications for Service .....	5
Areas of Operations.....	3
Availability of Facilities.....	5
Availability of Tariffs.....	5
Basis of Connection of Customer Provided Equipment.....	10
Billing and Payment for Service.....	5
Business Classification.....	5
Business Rates, Application of.....	6
Call Blocker.....	9
Call Forwarding.....	9
Call Hold.....	9
Call Waiting.....	9
Cancel Call Waiting.....	9

---

**Issued: June 29, 2011**

**Dave Osborn  
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Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Cancellation of Application for Service (See Termination of Service).....	5
Changes in Network Equipment.....	10
Charges:	
Adjustment of (Overbilling and Underbilling).....	5
Applicability of Service.....	6
Change.....	6
Digital BusIPlex Service.....	12
Directory Assistance, Local.....	9
Directory Listings.....	8
Extension Line Mileage.....	9
Elements, Service Charges.....	6
Initial Establishment of Service.....	6
Intraexchange Private Line Service and Channels.....	11
Installation.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Charges: (Continued)	
Line Connection.....	6
Local Directory Assistance.....	9
Local Message, Public Telephones.....	10
Maintenance Service Charge.....	6
Move.....	6
Municipal Franchise Fees.....	5
Overtime.....	5
Premises Visit.....	6
Primary Service Ordering.....	6
Returned Check Charge.....	6
Service for Connection and Changes.....	6
Service Interruptions.....	5
Station Change.....	6
Service Restoration.....	6
Termination Charge.....	6
Texas Universal Service Fund.....	5
Toll Restriction Service.....	9



**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Classifications of Service.....	5
Complaints, Customer.....	5
Compliance by Applicant.....	5
Connecting Company Lines.....	5
Connection of FCC Registered Equipment.....	10
Connection with Customer-Provided Equipment and Facilities.....	10
Conflict with Commission Rules.....	5

---

**Issued: June 29, 2011**

**Dave Osborn  
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480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Contract Periods:	
Directory.....	8
Service.....	5
Contracts for Service.....	5
Credit:	
Establishment of.....	5
Reestablishment of.....	5
Failure to Maintain.....	5
Customer:	
Billing.....	5
Complaints.....	5
Information to.....	5
Relations.....	5
Use of Service.....	5
Custom Local Area Signaling Services (CLASS).....	9
Customer-Provided Communications Systems.....	10
Customer-Provided Data Equipment.....	10

---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Customer-Provided Terminal Equipment.....	10
Customer-Provided Voice Transmitting and Receiving Equipment.....	10
Defacement of Premises.....	5
Deferred Payment Plan.....	5
Definitions of Terms.....	4
Demarcation Point.....	5 & 10
Denial of Services (See Refusal of Services).....	5
Deposits:	
Applicant Requirements for.....	5
Calculation of.....	5
Interest on .....	5
Record of.....	5
Refund of.....	5
Description of Company Operations.....	3
Detached Extensions.....	9

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Direct Electrical Connection.....	10
Directories:	
Distribution.....	8
Errors and Omissions.....	8
Listings.....	8
Ownership.....	8
Directory Assistance, Local.....	9
Directory Listings.....	8
Disconnect Notices.....	5
Disconnection of Service:	
At the Customer's Request (See Suspension of Service).....	5
By the Company - For Violation of Regulations.....	5
For Failure to Establish and Maintain Credit.....	5
For Nonpayment of Billing.....	5
Insufficient Grounds for Disconnection by the Company.....	5
Without Notice.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Discontinuance of Service by the Company.....	5
Disputed Bills.....	5
Due Date for Bill Payment.....	5
Duplicate Listing (See Directory Listings).....	8
Emergency Use of Service.....	5
Equipment:	
Ownership of.....	5
Protective.....	5
Tampering with.....	5
Errors and Omissions in the Directory.....	8
Establishment and Use of Service and Facilities.....	5
Establishment and Maintenance of Credit.....	5
Explanation of Symbols.....	4
Extra Lines of Directory Information.....	8
Extra Listings.....	8

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Facilities:	
Availability of.....	5
Change of (See Moves and Changes of Equipment).....	6
Entrance on Private Property (See Access to Customer's Premises).....	5
Maintenance and Repair of.....	5
Move or Rearrangement of .....	5
Use of.....	5
Failure to Receive Billing.....	5
Foreign Exchange Directory Listings.....	8
Foreign Listings (See Directory Listings).....	8
Foul Language.....	5



---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Fraudulent Use of Service.....	5
Fully-Protected Premises Wiring.....	10
Furnishing of Services:	
Obligation of the Company.....	5
Governmental Objections to Service (See Unlawful Use of Service).....	5
Guarantee of Deposit.....	5
Impersonation of Another Person.....	5
Inability to Pay Bill.....	5
Incidence of Harm to Network.....	10
Incorrect Number Listings.....	5
Indemnification.....	5
Indiscriminate Use of Facilities.....	5
Information to Customers.....	5
Initial Contract Periods.....	5
Initial Establishment of Service Charge.....	6
Installation Charges (See Service Charges).....	5

---

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**Dave Osborn  
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---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Installation Costs, Unusual.....	5
Installation of System and Non-System Premises Wiring.....	10
Installation, Maintenance and Repairs.....	5
Interconnection:	
With Customer-Provided Communications Systems.....	10
With Customer-Provided Data Equipment.....	10
With Customer-Provided Terminal Equipment.....	10
With Customer-Provided Voice Transmitting and/or Receiving Terminal Equipment.....	10
With Fully-Protected System Premises Wiring.....	10
With Non-System Premises Wiring.....	10
With Other Than Fully-Protected Non-System Wiring.....	10
With Other Than Fully-Protected System Premises Wiring.....	10
Interest on Deposits.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>	
Lawfully Connected Equipment.....	10	
Liability of the Company.....	5	
Lifeline Service.....	7	N
Limited Communications.....	5	
Listings, Directory.....	8	
Local Access Service Rates.....	7	
Local Calling Area.....	7	
Local Directory Assistance.....	9	
Local Exchange Access Service.....	7	
Local Exchange Access Service Rates.....	7	

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Maintenance and Repairs.....	5
Maintenance Service Charge.....	6
Message Rates (Local).....	10
Miscellaneous Service.....	9
Modifications to Systems and Installations.....	10
Municipal Franchise Fees.....	5
Network Interface or Demarcation Point.....	10
Network Protection Criteria.....	10
Nonlisted Telephone Number Service.....	8
Non-Recurring Service Charge.....	6
Non-System Premises Wiring.....	10
Notification to the Company.....	10
Nuisance Calls.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Obligation and Liability of the Company.....	5
Obscene Language.....	5
Obstructing Service of Others.....	5
Omissions in the Telephone Directory.....	8
Operations:	
Areas of.....	3
Ordering Charge, Primary and Secondary Service.....	6
Orders for Service.....	5
Outside Move.....	6
Overbilling, Adjustment for (See Adjustment of Charges).....	5
Overtime Charge.....	5

---

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**Dave Osborn  
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**Effective: June 30, 2011**

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Ownership and Use of:	
Directories.....	8
Equipment.....	5
Facilities.....	5
Telephone Numbers.....	5
Pay Per Call Information Services Call Blocking.....	9
Payment Arrangements.....	5
Payment of Charges for Services and Facilities.....	5
Preferred Call Forwarding.....	9
Premises:	
Alterations.....	5
Defacement of.....	5
Right of Access to Customer's.....	5
Visit Charge.....	6
Wiring, Fully-Protected.....	10



---

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**Effective: June 30, 2011**

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Primary Directory Listing.....	8
Primary Service Ordering Charge.....	6
Priority Ringing.....	9
Private Line Services and Channels.....	11
Profane Language.....	5
Protective Equipment.....	5
Proper Notice.....	5
Provision for Restoral of Service Charge.....	5
Provision and Ownership of:	
Directories.....	8
Equipment.....	5
Telephone Numbers.....	5

---

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---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Publication and Use of Telephone Directories:	
Publication and Distribution.....	8
Ownership and Use.....	8
Directory Errors and Omissions.....	8
Rate Schedules:	
Access Exchange Service.....	7
For Directory Listings.....	8
General Exchange Services.....	9
Service Connection and Charges.....	6
Reconnection of Service (See Restoral of Service).....	5
Record of Deposit.....	5
Reestablishment of Credit.....	5
Reference Listings (See Directory Listings).....	8

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Refusal of Service.....	5
Regulations, Violation of.....	5
Regular Additional Directory Listing.....	8
Repair and Maintenance.....	8
Residence Additional Directory Listings.....	8
Residence Rates, Application.....	7
Residence Classification.....	5
Response to Request for Service.....	5
Responsibility of the Company.....	5
Restoration of Service.....	5
Restoration of Service Charge.....	6
Returned Check Charge.....	6
Right of Access to Customer's Premises.....	5
Ringback Testing.....	10

---

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**Effective: June 30, 2011**

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Safety Line.....	9
Sale or Transfer of the Company.....	5
Service Charge Elements.....	6
Service Charges, Applicability of.....	6
Service Charge, Failure of Acceptance Tests.....	10
Service Charge, Damages to Facilities.....	10
Service Interruptions.....	5
Service Order Charge:	
Primary.....	6
Secondary.....	6
Service Reconnection Charge (See Restoration of Service Charge).....	6
Special Calling Features.....	9
Special Types of Additional Directory Listings.....	8
Specialized Equipment and Services.....	9

---

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---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Speed Calling - 8.....	9
Speed Calling - 30.....	9
Standards for Connection of Terminal Equipment to Network.....	10
Suspension of Service.....	5
Supersedure.....	5
Symbols for Tariff Changes.....	2
Tampering with Equipment.....	5
Tariff, Availability of.....	5
Telephone Directories (See Publication and Use of Telephone Directories).....	8
Telephone Numbers .....	5
Telephone Number Changes - Company's Rights.....	5
Telephone Number Change Charge.....	6
Temporary Suspension of Service at Customer's Request.....	5

---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Termination Agreement.....	5
Termination Notice.....	5
Termination of Service .....	5
	D
Texas Universal Service Fund Surcharges.....	5
Third-party Guarantor.....	5
Three-Way Calling.....	9
Toll Restriction Service .....	9
Transfer of Service (Supersedure).....	5
Transmitting Messages.....	5
Unauthorized Attachments or Connections.....	5
Unlawful Use of Service.....	5
Unusual Installation Costs (See Special Construction).....	5
Underbilling.....	5

---

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---

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Use of:	
Automatic Dialing.....	5
Connecting Company Lines .....	5
Customer Telephone Service.....	5
Facilities, Indiscriminate Use of .....	5
Profane Language.....	5
Service for Unlawful Purposes.....	5
Service on Limited Communications.....	5
Telephone Facilities for Emergency Situations.....	5
Vacation Service.....	9
Violation of Regulations, General.....	5
Violations of Regulations, Customer-Provided Equipment.....	10
Visit, Premises Charge.....	6

---

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**Effective: June 30, 2011**

**TABLE OF CONTENTS AND GENERAL INDEX**

**INDEX**

<b><u>SUBJECT</u></b>	<b><u>SECTION</u></b>
Wiring:	
Acceptance Testing.....	10
Attestation.....	10
Authorized.....	10
Extraordinary Procedures.....	10
Fully-Protected Premises.....	10
Inspection.....	10
Installation of Premises, as Used with Customer-Provided Equipment.....	10
Material Requirements.....	10
Work Performed Outside Regular Hours (See Overtime).....	5

---

**Issued: June 29, 2011**

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## **Symbols For Tariff Changes**

### **General**

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation



**DESCRIPTION AND AREA OF OPERATIONS**

VTX TELECOM, LLC (Company) is a public utility providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Texas.

Headquarters for the Company are located at:

480 South 6th Street  
Raymondville, Texas 78580

Company representatives may be contacted at (830) 965-1085.

The Company provides service throughout its capable serving area as approved by the Public Utility Commission of Texas.

**Areas of Operation**

<b><u>Exchange</u></b>	<b><u>County</u></b>
Dilley	Frio

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**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Access Line.....	7
Air Line Measurement.....	7
Ancillary Devices.....	7
Answering Equipment.....	7
Applicant.....	7
Authorized Protective Connecting Module.....	7
Authorized User.....	7
Building.....	8
Business Service.....	8
Call.....	8
Calling Area.....	8
Cancellation Charges.....	8
Central Office.....	8
Central Office Area.....	9
Central Office Building.....	9
Central Office Line.....	9
Channel.....	9
Circuit.....	9
Class Of Service.....	10
Commission.....	10
Communications Systems.....	10
Company.....	10
Complex Service.....	10
Conduit.....	10
Connecting Company.....	11
Connection.....	11
Connection Charge.....	11
Construction Charge.....	11
Continuous Property.....	11
Contract.....	11

---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Contract Period.....	12
Cost Or Cost Basis.....	12
Custom Calling Services.....	12
Custom Local Area Signaling Services.....	12
Customer.....	12
Customer Premises Inside Wire.....	12
Customer-Provided Terminal Equipment.....	12
Customer Trouble Report.....	13
Demarcation Point.....	13
Detached Access Line.....	13
Direct Burial.....	13
Direct Connection.....	13
Direct Electrical Connection.....	13
Directory.....	14
Directory Assistance Service.....	14
Directory Listing.....	14
Disconnect Notice.....	14
Disconnection Of Service.....	14
Drop Wire.....	14
E911 Service.....	15
Emergency Number Service.....	15
Enhanced Emergency Number Service.....	15
Entrance Facilities.....	15
Exchange.....	15
Exchange Area.....	15
Exchange Line.....	15
Exchange Service.....	16
Facilities.....	16
Flat Rate Service.....	16
General Exchange Services.....	16
Harm.....	16

---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Household.....	17
Identification Number.....	17
Individual Line Service.....	17
Initial Nonrecurring Charge.....	17
Initial Service Period.....	17
Installation Charge.....	18
Interface.....	18
Interface Equipment.....	18
Interlata.....	18
Intralata.....	18
Intraexchange Channel Service.....	19
Intraexchange Service.....	19
Jack.....	19
Key Equipment.....	19
Key Telephone Set.....	19
Line.....	20
Local Access And Transport Area .....	20
Local Calling Area.....	20
Local Channel.....	20
Local Exchange Service.....	20
Local Message.....	20
Local Message Charge.....	21
Local Service.....	21
Local Service Area (Local Calling Area).....	21
Local Service Charge.....	21
Long Distance Message Telecommunications Service.....	21

---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Maintenance Service Charge.....	22
Message.....	22
Mileage.....	22
Minimum Contract Period.....	22
Miscellaneous Common Carriers.....	22
Modular Outlet.....	23
Network Control Signaling.....	23
Network Control Signaling Unit.....	23
Network Interface.....	23
Nonlisted Telephone Number.....	23
Nonrecurring Charge.....	23
Other Common Carrier (OCC).....	24
Other Common Carrier Terminal Location.....	24
Outlet.....	24
Permanent Disconnect.....	24
Person.....	24
Premises.....	25
Premises Wiring.....	25
Preassigned Number.....	25
Prewiring.....	25
Primary Service.....	26
Primary Termination.....	26
Principal Central Office.....	26
Private Line.....	27
Private Line Service.....	27
Protective Connecting Arrangement.....	27
Public Thoroughfare.....	27



---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

---

**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Published Telephone Number.....	28
Rate Center.....	28
Reference Listing.....	28
Registered Protective Circuitry.....	28
Registered Terminal Equipment.....	28
Residence Exchange Access Line.....	28
Residential Service.....	29
Rotary Dial Service.....	29
Rotary Hunting Service.....	29
Route Measurement.....	29
Same Building.....	29
Service Call.....	29
Service Charge.....	30
Service Drop.....	30
Serving Central Office.....	30
Signal Conditioning Equipment.....	30
Single Channel (Half Duplex).....	30
Specialized Customer Premises Equipment.....	30
Station Equipment.....	30
Supersedure Of Service.....	31
Supplemental Contract.....	31
Suspension Of Service.....	31
Tariff.....	31
Telecommunications Services.....	31
Telephone Company.....	31
Telephone Number.....	32
Telephone Solicitation.....	32
Telephone or Telecommunications Network.....	32
Temporary Disconnection.....	32
Terminal Equipment Accessories.....	32

---

**Issued: June 29, 2011**

**Dave Osborn  
CEO and General Manager  
480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

**DEFINITIONS OF TERMS**

**INDEX**

	<b><u>Page</u></b>
Termination Agreement.....	33
Termination Charge.....	33
Termination Of Service.....	33
Tie Line.....	33
Toll Message.....	33
Toll Rate .....	33
Toll Service.....	34
Trunk Line.....	34
Touchtone Dial Service.....	34
Underground Service Connection.....	34
Vacation Service.....	34
Voice Grade Facility.....	34
Wire Center.....	34

---

**Issued: June 29, 2011**

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480 South 6<sup>th</sup> Street  
Raymondville, TX 78580**

**Effective: June 30, 2011**

## **DEFINITIONS OF TERMS**

### **ACCESS LINE**

A central office circuit or channel which provides access to the telephone network for local and long distance telephone services.

### **AIR LINE MEASUREMENT**

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

### **ANCILLARY DEVICES**

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

### **ANSWERING EQUIPMENT**

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

### **APPLICANT**

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

### **AUTHORIZED PROTECTIVE CONNECTING MODULE**

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

### **AUTHORIZED USER**

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose Premises a station of the private line service is located or (2) who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer

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## **DEFINITIONS OF TERMS**

### **BUILDING (Same)**

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

### **BUSINESS SERVICE**

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

### **CALL**

An attempted communication, whether completed or not.

### **CALLING AREA**

See "Local Service Area."

### **CANCELLATION CHARGES**

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

### **CENTRAL OFFICE**

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



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## **DEFINITIONS OF TERMS**

### **CENTRAL OFFICE AREA**

The area within which the customer's lines are connected to the central office operating unit, or units, established by the Company.

### **CENTRAL OFFICE BUILDING**

A building or portion of a building containing one or more central offices. There may be more than one central office building in an exchange, and one central office building may service more than one exchange.

### **CENTRAL OFFICE LINE**

A circuit directly connecting an individual or party line main station, private branch exchange switchboard or key system with a central office.

### **CHANNEL**

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

### **CIRCUIT**

A channel used for the transmission of energy in the furnishing of telephone and other communication services.

## **DEFINITIONS OF TERMS**

### **CLASS OF SERVICE**

A description of telecommunications service furnished a customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-line.

### **COMMISSION**

The Public Utility Commission of Texas.

### **COMMUNICATIONS SYSTEMS**

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication between customer-provided terminal equipment.

### **COMPANY**

VTX TELECOM, LLC

### **COMPLEX SERVICE**

The provision of a circuit requiring special treatment, special equipment or special engineering design.

### **CONDUIT**

A tubular runway for facilities.

## **DEFINITIONS OF TERMS**

### **CONNECTING COMPANY**

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

### **CONNECTION**

Denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

### **CONNECTION CHARGE**

See "Service Charges."

### **CONSTRUCTION CHARGE**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

### **CONTINUOUS PROPERTY**

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties may be treated as continuous property at the Company's discretion.

### **CONTRACT**

The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

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## **DEFINITIONS OF TERMS**

### **CONTRACT PERIOD**

The length of time for which a customer is responsible for the charges associated with the services, facilities, and equipment under contract.

### **COST OR COST BASIS**

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

### **CUSTOM CALLING SERVICES**

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and may be furnished in connection with individual and multi-line services.

### **CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)**

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS may be furnished in connection with individual and multi-line services.

### **CUSTOMER**

Any person, firm, partnership, corporation, municipality, Company organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

### **CUSTOMER PREMISES INSIDE WIRE**

All wire within a customer's premises, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes house, riser, buried, and aerial cable.

### **CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Devices or apparatus and their associated wiring provided by a customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

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## **DEFINITIONS OF TERMS**

### **CUSTOMER TROUBLE REPORT**

Any oral or written report from a customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

### **DEMARCATIION POINT**

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a customer's premises. The demarcation point is located on the customer's side of the Company's protector or equivalent.

### **DETACHED ACCESS LINE**

An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

### **DIRECT BURIAL**

The installation of cables or conductors directly in the earth and not in conduit or duct.

### **DIRECT CONNECTION**

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

### **DIRECT ELECTRICAL CONNECTION**

A physical connection of the electrical conductors in the communications path.



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## **DEFINITIONS OF TERMS**

### **DIRECTORY**

A book which typically lists each telephone customer alphabetically, with his/her service location and telephone number.

### **DIRECTORY ASSISTANCE SERVICE**

Directory assistance service is furnished to supplement the information available in the directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

### **DIRECTORY LISTING**

Information available in the directory and/or directory assistance records by which telephone users are able to ascertain the telephone number of a desired party.

### **DISCONNECT NOTICE**

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

### **DISCONNECTION OF SERVICE**

An arrangement for a permanent interruption of telephone service, made at the request of the customer, or initiated by the Company for violation of Tariff regulations by the customer. A "final" bill would be rendered showing monies owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

### **DROP WIRE**

Wires used to connect the aerial, buried, wireless or underground distribution facilities to the point where connection is made with a customer's premises.

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## **DEFINITIONS OF TERMS**

### **E911 SERVICE**

See Emergency Number Service.

### **EMERGENCY NUMBER SERVICE**

A telephone exchange communication service whereby a public safety answering point may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

### **ENHANCED EMERGENCY NUMBER SERVICE**

See Emergency Number Service.

### **ENTRANCE FACILITIES**

Facilities extending from the point of entrance on private property to the premises on which service is furnished.

### **EXCHANGE**

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

### **EXCHANGE AREA**

The area within which the Company furnishes telephone service from one specific exchange at the exchange rates applicable within that area.

### **EXCHANGE LINE**

Any circuit or wireless device connecting an exchange access line with a central office.

## **DEFINITIONS OF TERMS**

### **EXCHANGE SERVICE**

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

### **FACILITIES**

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

### **FLAT RATE SERVICE**

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

### **GENERAL EXCHANGE SERVICES**

Services furnished by the Company connected to or associated with primary local exchange service.

### **HARM**

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

## **DEFINITIONS OF TERMS**

### **HOUSEHOLD**

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

### **IDENTIFICATION NUMBER**

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

### **INDIVIDUAL LINE SERVICE**

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

### **INITIAL NONRECURRING CHARGE**

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

### **INITIAL SERVICE PERIOD**

The minimum period of time for which service is provided.

## **DEFINITIONS OF TERMS**

### **INSTALLATION CHARGE**

A nonrecurring charge associated with optional service features and may sometimes be called an “initial” charge, and may apply in addition to service connection charges.

### **INTERFACE**

- (a)** The junction or point of interconnection between two systems or pieces of equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b)** The point of interconnection between Company equipment and communications facilities on the premises of the customer. Also referred to as demarcation point.

### **INTERFACE EQUIPMENT**

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

### **INTERLATA**

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

### **INTRALATA**

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

**DEFINITIONS OF TERMS**

**INTRAEXCHANGE CHANNEL SERVICE**

Channel connecting two or more “primary terminations” in the same exchange.

**INTRAEXCHANGE SERVICE**

Telecommunications service confined wholly within a single exchange.

**JACK**

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

**KEY TELEPHONE SET**

A telephone set equipped with keys or buttons in the housing.



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## **DEFINITIONS OF TERMS**

### **LINE**

See "Access Line."

### **LOCAL ACCESS AND TRANSPORT AREA (LATA)**

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic, and miscellaneous purposes.

### **LOCAL CALLING AREA**

See "Local Service Area."

### **LOCAL CHANNEL**

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

### **LOCAL EXCHANGE SERVICE**

Telecommunications service provided within an exchange for the purpose of establishing connections between customer premises within the exchange, including connections between a customer premises and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

### **LOCAL MESSAGE**

A communication between two or more exchange access lines within the local service area of the calling telephone.

## **DEFINITIONS OF TERMS**

### **LOCAL MESSAGE CHARGE**

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

### **LOCAL SERVICE**

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different exchanges between which no toll rates apply.

### **LOCAL SERVICE AREA (LOCAL CALLING AREA)**

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

### **LOCAL SERVICE CHARGE**

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

### **LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the rates, terms, and conditions of the Company's Long Distance Message Telecommunications Service Tariffs.

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**DEFINITIONS OF TERMS**

**MESSAGE**

A communication between two or more exchange access lines. Messages may be classified as local or toll.

**MILEAGE**

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

**MINIMUM CONTRACT PERIOD**

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

**MISCELLANEOUS COMMON CARRIERS**

Communications common carriers which are not engaged in the business of providing either a public message telephone service or a public message telegraph service.

## **DEFINITIONS OF TERMS**

### **MODULAR OUTLET**

See “Jack.”

### **NETWORK CONTROL SIGNALING**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

### **NETWORK CONTROL SIGNALING UNIT**

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

### **NETWORK INTERFACE**

See “Interface.”

### **NONLISTED TELEPHONE NUMBER**

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in the telephone directory and is not made available to the general public by the Company.

### **NONRECURRING CHARGE**

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

## **DEFINITIONS OF TERMS**

### **OTHER COMMON CARRIER (OCC)**

This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

### **OTHER COMMON CARRIER TERMINAL LOCATION**

A discrete operational and equipment location of the Other Common Carrier (“OCC”) from which the OCC furnishes and administers common carrier communications services to its patrons.

### **OUTLET**

See “Jack.”

### **PERMANENT DISCONNECT**

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

### **PERSON**

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

## **DEFINITIONS OF TERMS**

### **PREMISES**

The same premises consists of:

- (a)** the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b)** the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c)** the continuous property operated as a single farm whether or not intersected by a public road.

### **PREMISES WIRING**

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes riser, buried and aerial cable.

### **PREASSIGNED NUMBER**

A telephone number preassigned before service is actually established.

### **PREWIRING**

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.



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## **DEFINITIONS OF TERMS**

### **PRIMARY SERVICE**

The initial provision of voice grade access between the customer's premises and the switched telecommunications network. This includes the initial connection to a new customer, the move of an existing customer to a new premises, or the change of a telephone number.

### **PRIMARY TERMINATION**

Applies to channels which extend beyond the continuous property of a customer or the confines of a single building housing the first premises of more than one customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

### **PRINCIPAL CENTRAL OFFICE**

Refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileages.

**DEFINITIONS OF TERMS**

**PRIVATE LINE**

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

**PRIVATE LINE SERVICE**

The channels furnished to a customer for communication between specified locations.

**PROTECTIVE CONNECTING ARRANGEMENT**

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

**PUBLIC THOROUGHFARE**

A road, street, highway, lane or alley under the control of and kept by the public.

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## **DEFINITIONS OF TERMS**

### **PUBLISHED TELEPHONE NUMBER**

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

### **RATE CENTER**

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

### **REFERENCE LISTING**

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

### **REGISTERED PROTECTIVE CIRCUITRY**

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

### **REGISTERED TERMINAL EQUIPMENT**

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

### **RESIDENCE EXCHANGE ACCESS LINE**

An exchange access line used to provide exchange telephone service to a residence customer.

## **DEFINITIONS OF TERMS**

### **RESIDENTIAL SERVICE**

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

### **ROTARY DIAL SERVICE**

A service arrangement whereby calls are originated through the use of a telephone equipped with a rotary dial instead of push-button tone pad.

### **ROTARY HUNTING SERVICE**

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

### **ROUTE MEASUREMENT**

The physical length of a circuit between two points.

### **SAME BUILDING**

See "Building."

### **SERVICE CALL**

A visit to a customer's premises in connection with a service difficulty. See also "Maintenance Service Charge."

## **DEFINITIONS OF TERMS**

### **SERVICE CHARGE**

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

### **SERVICE DROP**

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

### **SERVING CENTRAL OFFICE**

The central office from which a customer's telephone service is normally provided.

### **SIGNAL CONDITIONING EQUIPMENT**

That equipment connected to a channel to condition signals generated by data terminal equipment.

### **SINGLE CHANNEL (Half Duplex)**

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

### **SPECIALIZED CUSTOMER PREMISES EQUIPMENT**

Terminal equipment required by persons with impaired hearing, speech, vision or mobility. When this equipment is provided by a telephone Company, it is provided under Tariff in accordance with Part 64, Subpart F, of the Federal Communications Commission's Rules and Regulations.

### **STATION EQUIPMENT**

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

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## **DEFINITIONS OF TERMS**

### **SUPERSEDURE OF SERVICE**

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where service is being rendered, and if a notice to that effect from both the customer and the applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

### **SUPPLEMENTAL CONTRACT**

A contract for service, equipment or facilities in addition to that provided for under the original contract.

### **SUSPENSION OF SERVICE**

See Termination of Service.

### **TARIFF**

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the customer class filed with and approved by the Commission or the Federal Communications Commission.

### **TELECOMMUNICATIONS SERVICES**

The various services offered by the Company as specified in its Tariffs.

### **TELEPHONE COMPANY**

See "Company."

**DEFINITIONS OF TERMS**

**TELEPHONE NUMBER**

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

**TELEPHONE SOLICITATION**

An unsolicited telephone call.

**TELEPHONE OR TELECOMMUNICATIONS NETWORK**

The local telephone exchange and the interstate and intrastate long distance message telecommunications facilities, or network.

**TEMPORARY DISCONNECTION**

See "Suspension of Service."

**TERMINAL EQUIPMENT ACCESSORIES**

Devices, apparatus, and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the telecommunications system of the Company, are connected either electrically, acoustically, or inductively.

## **DEFINITIONS OF TERMS**

### **TERMINATION AGREEMENT**

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

### **TERMINATION CHARGE**

A charge made to liquidate a customer's obligations for termination of service prior to the expiration of the initial contract period.

### **TERMINATION OF SERVICE**

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

### **TIE LINE**

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

### **TOLL MESSAGE**

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

### **TOLL RATE**

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between exchanges.

## **DEFINITIONS OF TERMS**

### **TOLL SERVICE**

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Company's Long Distance Message Telecommunications Tariffs.

### **TRUNK LINE**

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

### **TOUCHTONE DIAL SERVICE**

A classification of exchange service furnished from the central offices, whereby calls are originated through the use of touchtone tone pad instruments in lieu of a rotary dial instrument.

### **UNDERGROUND SERVICE CONNECTION**

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

### **VACATION SERVICE**

An arrangement made at the request of the customer for temporarily suspending service.

### **VOICE GRADE FACILITY**

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

### **WIRE CENTER**

A central office location where telephone feeder and distribution cables are terminated.

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**GENERAL RULES AND REGULATIONS**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>5.1</b> <b><u>GENERAL APPLICATION</u></b> .....	<b>3</b>
<b>5.2</b> <b><u>ESTABLISHING SERVICE</u></b> .....	<b>4</b>
5.2.1    Availability of Facilities	
5.2.2    Application for Service	
5.2.3    Cancellation or Change in Application for Service	
5.2.4    Refusal of Service	
5.2.5    Transfer, Assignment, or Supersedure of Service	
5.2.6    Minimum Service Periods	
<b>5.3</b> <b><u>FURNISHING OF SERVICE</u></b> .....	<b>8</b>
5.3.1    Provision and Ownership of Service and Facilities	
5.3.2    Emergency Procedures	
5.3.3    Company Facilities at Hazardous or Inaccessible Locations	
5.3.4    Protective Equipment	
5.3.5    Telephone Numbers	
5.3.6    Classifications of Service	
5.3.7    Installation, Maintenance, and Repair of Facilities	
5.3.8    Work Performed Outside Regular Working Hours	
<b>5.4</b> <b><u>USE OF SERVICE AND FACILITIES</u></b> .....	<b>11</b>
5.4.1    Use of Service	
5.4.2    Establishment of Identity	
5.4.3    Accessories Provided by the Customer	
5.4.4    Limit on Communication	
5.4.5    Transmitting Messages	
5.4.6    Unlawful, Abusive, or Fraudulent Use of Service	

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**GENERAL RULES AND REGULATIONS**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>5.5</b>	<b><u>DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE.....15</u></b>
5.5.1	Discontinuance of Service
5.5.2	Termination of Service
5.5.3	Restoration of Service
<b>5.6</b>	<b><u>CUSTOMER RELATIONS.....21</u></b>
5.6.1	General
5.6.2	Applicant Deposit
5.6.3	Payment for Service
5.6.4	Allowance for Interruptions
5.6.5	Adjustment of Charges for Overbilling and Underbilling
5.6.6	Disputed Bills
<b>5.7</b>	<b><u>LIABILITY OF THE COMPANY.....29</u></b>
5.7.1	Service Irregularities
5.7.2	Use of Facilities of Other Connecting Carriers
5.7.3	Indemnifying Agreement
5.7.4	Defacement of Premises
5.7.5	Service and Facilities in Explosive Atmospheres
<b>5.8</b>	<b><u>INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS.....32</u></b>
<b>5.9</b>	<b><u>PROMOTIONAL DISCOUNTS.....32</u></b>
<b>5.10</b>	<b><u>SURCHARGES, FEES, AND TAXES.....33</u></b>
5.10.1	General
5.10.2	Texas Universal Service Fund Surcharges
5.10.3	Municipal Franchise Fees

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**GENERAL RULES AND REGULATIONS**

**5.1 GENERAL APPLICATION**

**5.1.1** The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the exchanges listed in Section 3 of this Tariff.

**5.1.2** The rules and regulations in this section govern the furnishing of Local Exchange Service to customers. These rules and regulations are in addition to the rules and regulations contained in other Tariffs filed by the Company.

In the event of any conflict between any rate, regulation, or provision contained in these General Rules and Regulations and any rate, regulation or provision contained in the Tariffs described above, the rate, regulation, or provision of the specific Tariff shall apply.

**5.1.3** Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.

**5.1.4** The rules and regulations specified herein may be modified by the Company.



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**GENERAL RULES AND REGULATIONS**

**5.1 GENERAL APPLICATION (Cont'd)**

**5.1.5** Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

**5.1.6** These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective date shown on the individual pages of this Tariff.

**5.2 ESTABLISHING SERVICE**

**5.2.1 Availability of Facilities**

- A. The Company's obligation to furnish service is dependent on its ability to obtain and maintain suitable rights of way, building access and facilities, without unreasonable expense, for the provision of such service and based upon the technical and economical feasibility of provisioning such service to specific end users.
- B. The Company shall not be liable for failure to furnish service in any way provided that the Company shall not provide service in an unreasonably preferential, prejudicial, or discriminatory manner.

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**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.2 Application for Service**

- A. Applications for service or requests or orders by the customer for additional services or facilities may be made in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application is accepted. The amount of the payment may be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.
- C. The Company may require a residential applicant to establish satisfactory credit as a condition of providing service in accordance with the Commission's rules and regulations and as shown in Section 5.6, herein.
- D. The Company will apply credit worthiness equally for divorced spouses for 12 months following divorce, where spouses had previously established credit with the Company.
- E. Requests for residential service shall be completed within a time period agreed to by the customer and the Company, where the customer has met the necessary conditions to be eligible to receive service.
- F. The Company will provide applicants an information brochure describing customer rights and how to file a complaint with the Commission.

**5.2.3 Cancellation or Change in Application for Service**

- A. Where the customer cancels an application for service prior to the start of installation of service, the payment of right of way or building access fees by the Company, or of special construction no charge applies.
- B. Where the provision of service has already been initiated by the Company prior to the cancellation, a reasonable Cancellation Charge may apply that is equal to the Company's costs.

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**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.3 Cancellation or Change in Application for Service (Cont'd)**

- C. When a customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the customer may also be required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

**5.2.4 Refusal of Service**

A. Compliance by Applicant:

1. The Company may refuse to serve an applicant until such applicant has complied with the State and municipal regulations and the rules and regulations outlined in the Company's Tariffs governing the service applied for. Service may also be refused for any one of the following reasons:
  - a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.

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**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.4 Refusal of Service (Cont'd)**

A. Compliance by Applicant: (Cont'd)

1. (Cont'd)

- b. The Company may refuse to serve an applicant for indebtedness to another telecommunications provider for the same or similar services to those the applicant seeks to obtain from the Company. However, residential applicants who are indebted to an interexchange carrier for long distance charges may not be refused local exchange service.
- c. For refusal to make a deposit if the applicant is required to make a deposit under the requirements outlined in this Tariff.
- d. At the Company's sole discretion, it is technically or economically unfeasible to provision service to the Applicant.
- e. The applicant fails to comply with Company tariffs pertaining to operation of non-standard equipment or unauthorized attachments that interfere with the service of others.
- f. The applicant applies for service at a location where another customer received, or continues to receive, service and the bill is unpaid, and the Company can prove change in identity was made to avoid payment for services provided.

**5.2.5 Transfer, Assignment, or Supersedure of Service**

Service previously furnished to one customer may not be assumed by a new customer without lapse in the rendition of service. The new customer must execute a new service agreement which is subject to the provisions of this Tariff.

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**GENERAL RULES AND REGULATIONS**

**5.2 ESTABLISHING SERVICE (Cont'd)**

**5.2.6 Minimum Service Periods**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty days.

**5.3 FURNISHING OF SERVICE**

**5.3.1 Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premises at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the customer's premises, or to remove such facilities which are no longer necessary for the provision of service.

**5.3.2 Emergency Procedures**

The Company may make reasonable provisions to meet emergencies resulting from failure of service and may establish procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.

**5.3.3 Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The customer will reimburse the Company for any unusual costs involved.
- B. The customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.4 Protective Equipment**

- A. Protective equipment may be required when a hazardous electrical environment is present at a customer's premises and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or customers. The customer may elect to provide the protective equipment subject to Company specifications, or such protective equipment can be provided by the Company on an Individual Case Basis.
- B. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission Rules and Regulations.

**5.3.5 Telephone Numbers**

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

**5.3.6 Classifications of Service**

- A. Basis for Classification
  - 1. The determination as to whether customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
  - 2. The Company reserves the right to classify any local service furnished a customer as business or residence service, in compliance with this Tariff.



**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.7 Installation, Maintenance, and Repair of Facilities**

- A. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear, the customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the express written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the customer for losses experienced as a result of unauthorized tampering.
- C. The customer may be billed the applicable Minimum Service Charge for each service call to the customer's premises where off-hook condition is found.

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**GENERAL RULES AND REGULATIONS**

**5.3 FURNISHING OF SERVICE (Cont'd)**

**5.3.8 Work Performed Outside Regular Working Hours**

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the customer may be required to pay the amount of additional costs the Company incurs as a result of the customer's special requirements, in addition to the other rates and charges specified in this Tariff.

**5.4 USE OF SERVICE AND FACILITIES**

**5.4.1 Use of Service**

- A. Customer telephone service is furnished for the use of the customer, customer's family, employees or business associates, persons residing in the customer's household, patients of hospitals, and patrons of hotels/motels. The Company may refuse to install or may terminate a customer's service if it is located on premises of a public or semi-public nature or in a business establishment, where the public in general or patrons of the customer may make use of the service.

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**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.1 Use of Service (Cont'd)**

- B. Services provided by the Company may not be resold by the customer or used in any manner for which the customer receives compensation from the user except as specifically provided herein:
  - 1. Access services provided pursuant to interstate or intrastate access services tariffs the Company issues.
  - 2. Services provided to hotels, motels, hospitals, and cellular and paging customers when such services are resold to guests, patients, or customers.
- C. The customer is responsible for payment of all charges of the Company for all services ordered by the customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the customer's usage or that of any authorized users and regardless of whether such authorized users have paid the customer for their share of the Company's charges.

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**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.1 Use of Service (Cont'd)**

- D. Given the customer's exclusive control of his communications over the Company's provided facilities, and of the other uses for which the Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

**5.4.2 Establishment of Identity**

The calling party shall establish his/her identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person with whom connection is made at the called location.

**5.4.3 Accessories Provided by the Customer**

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as authorized by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

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**GENERAL RULES AND REGULATIONS**

**5.4 USE OF SERVICE AND FACILITIES (Cont'd)**

**5.4.4 Limit On Communication**

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

**5.4.5 Transmitting Messages**

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

**5.4.6 Unlawful, Abusive, or Fraudulent Use of Service**

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service may be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company may refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

**5.5.1 Disconnection of Service**

**A. Non-payment Service Interruption**

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. The Company may issue a suspension or disconnect notice no earlier than the first business day after the bill is due. The notice will include the minimum amount due for tariffed local service to maintain basic local service.
2. No Residential Service will be disconnected for non-payment of Local Service Charges unless the Company issues a written notice of the proposed disconnection before the proposed date of disconnection. The notice must include:
  - a. The minimum amount due in order to maintain local service and the payment due date;
  - b. The reason for the disconnection, including the total unpaid balance due;
  - c. A telephone number which the customer may call for information about the proposed disconnection; and
3. Residential notices may include the customer's right to receive basic local telephone service if the customer does not owe for basic local service.



**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

A. Non-payment Service Interruption (Cont'd)

4. A customer who reports an unauthorized charge on their bill may not be disconnected for nonpayment of an unauthorized charge.
5. Where the Company is in receipt of a partial payment from a residential customer, the payment shall first be allocated to basic local telephone service. The charge for basic local telephone service, if combined as part of a bundled package of services and subscribed to be a customer, will be the stand-alone rate for basic service according to the Company's Tariffs.

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**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

**A. Non-payment Service Interruption (Cont'd)**

6. If a customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.
7. Carrier-Initiated Toll Blocking

The Company will block a residential customer's access to long distance services for the nonpayment of long distance charges at the request and expense of a long distance carrier due to the nonpayment of long distance charges. The charge to the long distance carrier will not be more than \$10.00 for one-time installation and no more than \$1.50 per month for toll blocking.

Where technically capable, the Company will provide toll blocking to allow the residential customer access to toll-free numbers. The Company will not apply toll blocking in an unreasonably preferential, prejudicial, or discriminatory manner. The Company will notify the customer within 24 hours of initiating toll blocking.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.1 Disconnection of Service (Cont'd)**

- B. Telephone service may be disconnected without notice under either of the following conditions:
  - 1. Where a known dangerous condition exists for as long as the condition exists.
  - 2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.
- C. Telephone service to a residential customer who fails to pay long distance charges may not be suspended or disconnected.

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**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.2 Termination of Service**

**A. Termination of Service by the Customer**

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.3 Restoration of Service**

- A. For restoration of a customer's telecommunications service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 6 of this Tariff.
- B. Service will be restored within a reasonable length of time during regular working hours after payment of all past due charges, which may include any required deposit, payment of service charges for restoration of service, and payment of any and all late payment charges, if any. The Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and Service Charge(s) in lieu of accepting a personal check or moneys not guaranteed.
- C. If the customer's service has been terminated the customer may be required to reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.

**GENERAL RULES AND REGULATIONS**

**5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)**

**5.5.3 Restoration of Service (Cont'd)**

- D. At its sole discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

**5.6 CUSTOMER RELATIONS**

**5.6.1 General**

The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the tariffs relating to the services of the Company, as filed with the Commission, are available for inspection.



**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.2 Applicant or Customer Deposit**

**A. Definition of Applicant and Customer**

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

**B. Establishment of Credit**

1. The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. A residential applicant may not be required to pay a deposit if the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Company, or by ownership of substantial equity.

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**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.2 Applicant or Customer Deposit (Cont'd)**

**B. Establishment of Credit (Cont'd)**

3. An applicant for business service may be required to make a deposit if the credit of the applicant for service has not been established satisfactorily to the Company.
4. An applicant who has previously been a customer of the Company and whose service has been discontinued for nonpayment of bills may be required to pay all amounts due the Company, or execute a deferred payment agreement if offered, and re-establish credit before service is rendered by the Company.

**C. Interests on Deposits**

The Company shall pay interest on deposits at the rate approved by the Commission for customer deposits. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date.

**D. Deposit Required**

When a permanent residential or business applicant does not meet the conditions listed in Section 5.6.1.B, a deposit may be required by the Company.

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service**

A customer shall be responsible for the payment of all charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill or disconnect notice does not relieve the customer of the responsibility for payment. The services or facilities furnished by the Company may be suspended for failure of the customer to pay any sum due as set forth under Sections concerning discontinuance of service.

**A. Billing Period and Charges**

1. Bills for telephone service will normally be rendered monthly. However, when it is considered necessary or advisable by the Company, and upon authorization by the Commission, the Company may choose an alternative billing period. Bills shall show the period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same customer class that the Company may have chosen to transfer from a customer's prior delinquent account(s).

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**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service (Cont'd)**

**A. Billing Period and Charges (Cont'd)**

2. Charges for local services and facilities are payable in advance.
3. Special charges, fees, and taxes - An additional charge shall be added to the customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, upon approval of the charge by the Commission.
4. The Company may provide the customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the customer, at a reasonable charge.
5. The Company shall provide customer bills in accordance with the requirements of the Commission's Substantive Rules regarding customer bills and shall maintain monthly billing records of each account for at least two (2) years from the bill date.

**B. Pro Rating of Charges**

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.3 Payment for Service (Cont'd)**

**C. Payment Arrangements**

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a customer so requests. If the customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice may be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

## GENERAL RULES AND REGULATIONS

### 5.6 CUSTOMER RELATIONS (Cont'd)

#### 5.6.4 Allowance for Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for 24 hours or longer after being reported to be out of order and after access to the premises is made available, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

#### 5.6.5 Adjustment of Charges for Overbilling and Underbilling

If the Company fails to bill the customer for telecommunications services, a billing adjustment shall be calculated by the Company. If the customer is due a refund, an adjustment shall be made for the entire period of the overcharges.

If an overcharge is adjusted by the Company within three (3) billing cycles of the bill in error, interest shall not accrue. Unless otherwise provided in this Section, if an overcharge is not adjusted by the Company within three (3) billing cycles of the bill in error, interest shall be applied to the amount of the overcharge at an annual rate as approved by the Commission for overcharges.



**GENERAL RULES AND REGULATIONS**

**5.6 CUSTOMER RELATIONS (Cont'd)**

**5.6.5 Adjustment of Charges for Overbilling and Underbilling (Cont'd)**

If the customer is undercharged, the Company may backbill the customer for the amount which was underbilled. The backbilling is not to exceed six (6) months unless the the underbilling is the result of theft of service.

At the Company's sole discretion, the Company may offer the customer a deferred payment plan for underbillings of \$50.00 or more.

**5.6.6 Disputed Bills**

- A. In the event of a dispute between a customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer.
- B. A customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

**GENERAL RULES AND REGULATIONS**

**5.7 LIABILITY OF THE COMPANY**

**5.7.1 Service Irregularities**

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the customer for the period of service during which such service irregularities occur and continue. However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint user or which arise from the use of customer provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.
  
- B. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in Paragraph A, above, will be allowed for the entire period surrendered.

**GENERAL RULES AND REGULATIONS**

**5.7 LIABILITY OF THE COMPANY (Cont'd)**

**5.7.2 Use of Facilities of Other Connecting Carriers**

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

**5.7.3 Indemnifying Agreement**

The Company shall be indemnified and saved harmless by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof; claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, and apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

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**GENERAL RULES AND REGULATIONS**

**5.7 LIABILITY OF THE COMPANY (Cont'd)**

**5.7.4 Defacement of Premises**

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

**5.7.5 Service and Facilities in Explosive Atmospheres**

- A. The Company does not guarantee, nor makes any warranty with respect to, service and facilities provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the Company's facilities.
- B. The Company may require each customer to sign an agreement for the furnishing of such service and facilities as a condition precedent to the furnishing of such service and facilities.
- C. The customer shall furnish, install, and maintain sealed conduit with explosive-proof fittings between these facilities and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain these facilities within the hazardous area if, in the opinion of the Company injury or damage to Company employees or property might result from installation or maintenance by the Company.

**GENERAL RULES AND REGULATIONS**

**5.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service. Rates and charges quoted in response to such competitive requests may be different than those specified herein. ICB rates will be offered to the Customer or Prospective Customer in writing on a non-discriminatory basis.

**5.9 PROMOTIONAL DISCOUNTS**

The Company may from time to time offer promotional discounts. Such discounts will be for a specified period of time, will not exceed published rates, and will be offered to all qualifying Customers.

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Raymondville, TX 78580**

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**GENERAL RULES AND REGULATIONS**

**5.10 SURCHARGES, FEES, AND TAXES**

**5.10.1** If, at any future time, a municipality acquires the legal right to impose an occupational tax, license tax, permit fee, franchise fee, or other similar charge upon the Company, and imposes the same by ordinance or otherwise, such taxes, fees, or charges shall be billed to the customers receiving service within the territorial limits of such municipality on a pro rata basis.

**5.10.2 Texas Universal Service Fund (TUSF) Surcharge**

- A. The Texas Universal Service Fund (TUSF) is a funding mechanism that has been established by the State of Texas to insure that local phone rates are affordable for low income customers in high cost areas, and to support programs for customers with disabilities. The TUSF Surcharge is intended to recover the cost of the TUSF assessment paid by the Company. The Company's TUSF Surcharge amount is determined by applying the TUSF assessment rate, as determined by the Commission, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission minus the E911/911 service fee.
- B. The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service."
- C. Effective April 20, 2007, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill will be assessed a TUSF Surcharge based on the TUSF assessment rate approved by the Commission. The TUSF assessment rate may be changed periodically by the Commission.
- D. As of January 1, 2012, the TUSF Surcharge rate was set by the  
(T)  
Commission at 4.3% of taxable intrastate telecommunications services.  
(I)  
The TUSF Surcharge applies to every retail customer's bill, except Lifeline and Link-Up customers and customers that are exempt to tax under Chapter 151 of the Texas Tax Code. Examples of exempted customers are:
- The State of Texas and its state agencies
  - Political Subdivisions (counties, municipalities and townships)
  - Non-profit schools that are tax exempt
  - Lifeline and Link-Up customers

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**GENERAL RULES AND REGULATIONS**

**5.10 SURCHARGES, FEES, AND TAXES (Cont'd)**

**5.10.3 Municipal Franchise Fees**

- A. Residential, non-residential and point-to-point access lines provided pursuant to this tariff are subject to a municipal franchise fee as established for the municipality in which the end user of the access lines is located. The monthly recurring municipal charge will be equal to a monthly amount developed using the criteria recommended by your local municipality with information supplied by the Company. The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from the implementation of House Bill 1777 - Telecommunications Franchise Law, which allows all municipalities to be compensated by CTPs for right-of-way usage. The fee has been developed and/or allocated across rate classifications according to local municipal guidelines.
  
- B. The rates associated with specific cities in which the Company provides end user access lines are identified in the Commission-approved document entitled "CPI Adjusted City Preferred Rates," established annually by the Commission.

D

D

**SERVICE CHARGES**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>6.1</b> <b><u>DEFINITIONS</u></b> .....	<b>2</b>
6.1.1    Account	
6.1.2    Service Charge Elements	
<b>6.2</b> <b><u>APPLICATION OF CHARGES</u></b> .....	<b>3</b>
6.2.1    General	
6.2.2    Specific Application of Charges	
<b>6.3</b> <b><u>SCHEDULE OF SERVICE CHARGES</u></b> .....	<b>9</b>
<b>6.4</b> <b><u>TERMINATION CHARGE</u></b> .....	<b>9</b>

## **SERVICE CHARGES**

### **6.1 DEFINITIONS**

#### **6.1.1 Account**

A customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

#### **6.1.2 Service Charge Elements**

##### **A. Service Order Charge**

The Company's charge associated with the receipt, recording and processing of information in connection with a customer's or applicant's request for service to be provided to the same account, at the same time and on the same premises or continuous property. Service Order Charges are further classified as either primary or secondary.

##### **B. Line Connection Charge**

This charge is associated with work functions where the Company connects a line or circuit to the serving central office or to the demarcation point at the customer's premises.

##### **C. Customer Premise Visit Charge**

The Company's charge associated with a trip to the customer/applicant's premises to comply with the customer/applicant's request to establish, to add to, or to rearrange service.

##### **D. Returned Check Charge**

The Company will assess the Returned Check Charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

**SERVICE CHARGES**

**6.2 APPLICATION OF CHARGES**

**6.2.1 General**

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the customer as indicated throughout this Tariff except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, to add to, or to rearrange service as requested by the customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the customer requests that work be performed at hours outside of the normal business hours or business week, or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one premises to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Except for installment payments, Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.

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## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES (Cont'd)

#### 6.2.1 General (Cont'd)

- F. Service Charges are not applicable for:
1. Moves or changes required for normal maintenance and repair of the Company's service.
  2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
  3. An upgrade or regrade of service for Company reasons.
  4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
  5. Telephone number changes for Company reasons.
  6. When service is reestablished at any location within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location Service Charges apply in connection with reestablishment of service at the old location.
  7. Except as provided within this tariff, when existing customers disconnect their Local Exchange Access Service.
  8. Blocking access to 900 Service, provided that the blocking is requested either at the time the telephone service is established at a new number or within 15 days of the establishment of the service.

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**SERVICE CHARGES**

**6.2 APPLICATION OF CHARGES (Cont'd)**

**6.2.2 Specific Application of Service Charges**

**A. Service Order Charges**

1. Primary Service Order Charges are applicable per service order for:
  - a. requests to establish an account for initial connection of service.
  - b. connection of additional local exchange access lines, private lines or detached access lines to an established service.
2. Secondary Service Order Charges are applicable per service order for:
  - a. moving or changing existing service and equipment.
  - b. adding new or additional service and equipment other than central office lines.
  - c. changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
  - d. restoration of service disconnected for non-payment of telephone bills.
  - e. subsequent requests for service, for restoration of service at the customer's request, and for requests for change in class or grade of service.
  - f. service ordered while that customer has a pending service order and which requests services that cannot be included on the pending service order.



## SERVICE CHARGES

### 6.2 APPLICATION OF CHARGES (Cont'd)

#### 6.2.2 Specific Application of Service Charges (Cont'd)

- A. Service Order Charges (Cont'd)
2. Secondary Service Order Charges are applicable per service order for: (Cont'd)
    - g. each telephone number changed at the customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
    - h. changes to a directory listing if a customer requests this change more than once in a calendar year.
- B. Line Connection Charges are applicable:
1. to work functions associated with connecting a line or circuit to the serving central office or to the demarcation point at the customer's premises. Such work functions may include additions to or changes in:
    - circuits or lines,
    - telephone numbers,
    - line treatment equipment,
    - location of drop wire, aerial or buried, protectors, and/or ground system, when such changes are requested by the customer
  2. when two or more segments of a local private line or detached access line are bridged in the central office. In this event, a Line Connection Charge will apply for each segment of the affected line.

**SERVICE CHARGES**

**6.2 APPLICATION OF CHARGES (Cont'd)**

**6.2.2 Specific Application of Service Charges (Cont'd)**

**C. Customer Premises Visit Charge**

1. A Premises Visit Charge is applicable when a trip to the customer's premises is required to complete work requested by a customer, as shown on the related service order.
2. Only one Premises Visit Charge will apply in connection with the same service order. Except when more than one trip to the customer's or applicant's premises is necessary for Company reasons, the charge will apply if additional trips are necessitated by a customer or an applicant request.
3. A Premises Visit Charge is applicable when a trip to the customer's premises is required to arrange for the connection of or change to customer-provided equipment.
4. A Premises Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

**SERVICE CHARGES**

**6.2 APPLICATION OF CHARGES (Cont'd)**

**6.2.2 Specific Application of Charges (Cont'd)**

**D. Returned Check Charge**

1. The Company will assess the Returned Check Charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.
2. The Returned Check Charge will be applied in addition to any other charges assessed to the Company by the financial institution for each check returned due to insufficient funds.

**E. Restoration of Service Charge**

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges, as discussed in Section 5 of this Tariff. In addition, a Restoration of Service Charge will be applied.

---

**SERVICE CHARGES**

**6.3 SCHEDULE OF SERVICE CHARGES**

	<u>Residence</u>	<u>Business</u>
A. Service Ordering Charge:		
1. Primary Service Order Charge	\$20.00	\$25.00
2. Secondary Service Order Charge	\$5.00	\$10.00
B. Line Connection Charge	\$15.00	\$15.00
C. Premises Visit Charge	\$20.00	\$20.00
D. Returned Check Charge	\$25.00	\$25.00
E. Restoration of Service Charge <sup>(1)</sup>	\$35.00	\$40.00
F. Feature Activation/Change Charge <sup>(2)</sup>	\$5.00	\$5.00

**Note: (1)** Restoration of Service Minimum is the combination of a Primary Service Order Charge plus a Line Connection Charge. If a Premise Visit, Feature Activations, or Feature Changes are needed these charges will be in addition to the Primary Service Order and Line Connection Charges.

**(2)** Feature Activation / Change Charge is in conjunction with a Secondary Service Order Charge

**6.4 TERMINATION CHARGE**

When a customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

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CEO and General Manager  
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**BASIC LOCAL EXCHANGE SERVICE**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>7.1 LOCAL EXCHANGE SERVICE.....</b>	<b>2</b>
7.1.1 General.....	2
7.1.2 Local Exchange Access Service Rates.....	3
7.1.3 Rotary Hunting Line Service.....	3
7.1.4 Description of Local Calling Area.....	4
<b>7.2 PREPAID LOCAL TELEPHONE SERVICE.....</b>	<b>6</b>
7.2.1 General.....	6
7.2.2 Provision of Service.....	6
7.2.3 Rates for PLTS Customers.....	7
7.2.4 Payments Under PLTS.....	8
7.2.5 Deferred Payment Plan for PLTS.....	8
7.2.6 PLTS Subscriber Deposits.....	10
7.2.7 Disconnection of PLTS Service.....	10
7.2.8 Return of PLTS Subscriber to Basic Local Service.....	11
<b>7.3 LIFELINE SERVICE.....</b>	<b>13</b>
7.3.1 General.....	13
7.3.2 Eligibility Requirements.....	14
<b>7.4 LINK UP AMERICA PROGRAM.....</b>	<b>16</b>
7.4.1 Program Description.....	16
7.4.2 Eligibility Requirements.....	17
7.4.3 Provision of Service.....	17
7.4.4 Credit and Billing.....	18
7.4.5 Local Exchange Service.....	18
<b>7.5 LOCAL EXCHANGE ENHANCED ACCESS SERVICE.....</b>	<b>19</b>
(N)	
7.5.1 General.....	19
7.5.2 Rates for LEEA Services.....	20
<b>7.6 BUNDLED LOCAL EXCHANGE PACKAGES.....</b>	<b>21</b>
7.6.1 General.....	21
7.6.2 Broadband Access with LEEA Service.....	21
(N)	

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**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE SERVICE**

**7.1.1 General**

- A. The rates and charges listed in this Section apply to Local Exchange Services of VTX TELECOM, LLC, herein referred to as the Company, in its exchanges as specified in this tariff.
- B. The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Local Exchange Tariff as it now exists or as it may be revised, added to or supplemented by superseding issues that are made a part of the Local Exchange Tariff.
- C. Basic Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates as set forth below. The facilities, plant and equipment used to provide Basic Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.
- D. Unless otherwise specified, the Rates and Charges listed below are for periods of one (1) month, payable in advance, and entitle the customer to local exchange access telephone service within the exchange areas as indicated below.



---

**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE SERVICE** (Continued)

**7.1.2 Local Exchange Access Service Rates** <sup>(1)</sup>

(T)	<u>Basic Rate Per Month</u>	
	<u>Residential</u>	<u>Business</u>
Exchange Access Primary Line-Dilley	\$10.50	\$27.00
Exchange Access Primary Line-Agua Dulce	\$17.95	\$22.95
(R) Exchange Access Primary Line-Charlotte	\$17.95	\$22.95
Exchange Access Primary Line-Falfurrias	\$17.95	\$22.95
Exchange Access Primary Line-George West	\$17.95	\$22.95
Exchange Access Primary Line-Jourdanton	\$17.95	\$22.95
Exchange Access Primary Line-Lyford	\$17.95	\$22.95
Exchange Access Primary Line-Orange Grove	\$17.95	\$22.95
Exchange Access Primary Line-Premont	\$17.95	\$22.95
Exchange Access Primary Line-Raymondville	\$17.95	\$22.95
Exchange Access Primary Line-Santa Rosa	\$17.95	\$22.95
(R) Exchange Access Primary Line-Three Rivers	\$17.95	\$22.95

**7.1.3 Rotary Hunting Line Service**

- A. Rotary Hunting Line Service is an optional service that provides groupings of local exchange access arrangements configured for the completion of calls when a line is busy by overflowing to an idle line in the same prefix, area code and group that is available to receive a call.

[1] Includes Touch-Tone dialing capability. Basic rates do not include other charges such as mandatory (T) services, feature bundles, other fees, surcharges and taxes that may be applied to the basic flat-rate monthly charge.

(T)

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**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE SERVICE** (Continued)

**7.1.3 Rotary Hunting Line Service** (Continued)  
(M)

B. Rate for Rotary Hunting Line Service

	<b>Rate Per Month</b>	
	<b>Residential</b>	<b>Business</b>
In addition to the Monthly Local Exchange Access Service Rates, per Local Exchange Access Primary Line	\$1.50 (M)	\$3.00

**7.1.4 Description of Local Calling Area**

(T)  
Dilley Exchange - Customers have unlimited local calling within the Dilley exchange. In addition, customers in Dilley also have local calling to and from the Big Wells, Cotulla, Millett and Pearsall exchanges.

(N)  
Agua Dulce Exchange - Customers have unlimited local calling within the Agua Dulce exchange. In addition, customers in Agua Dulce also have local calling to and from the Alice, Bishop, Orange Grove and Robstown exchanges.

Charlotte Exchange - Customers have unlimited local calling within the Charlotte exchange. In addition, customers in Charlotte also have local calling to and from the Christine, Jourdanton, Pleasanton, and Poteet exchanges.

Falfurrias Exchange - Customers have unlimited local calling within the Falfurrias exchange. In addition, customers in Falfurrias also have local calling to and from the Alice, Encino, Kingsville, and Premont exchanges.

George West Exchange - Customers have unlimited local calling within the George West exchange. In addition, customers in George West also have local calling to and from the Beeville, Mathis, Pawnee, Three Rivers and Tilden exchanges.

Jourdanton Exchange - Customers have unlimited local calling within the Jourdanton exchange. In addition, customers in Jourdanton also have local calling to and from the Charlotte, Christine, Pleasanton, and Poteet exchanges.

Lyford Exchange - Customers have unlimited local calling within the Lyford

exchange. In addition, customers in Lyford also have local calling to and from the La Sara, Raymondville, and Stillman exchanges.

(N)(T)

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**BASIC LOCAL EXCHANGE SERVICE**

**7.1 LOCAL EXCHANGE SERVICE (Continued)**

**7.1.4 Description of Local Calling Area**

(N)(T)

Orange Grove Exchange - Customers have unlimited local calling within the Orange Grove exchange. In addition, customers in Orange Grove also have local calling to and from the Agua Dulce, Alice, Kingsville, Mathis, and Robstown exchanges.

Premont Exchange - Customers have unlimited local calling within the Premont exchange. In addition, customers in Premont also have local calling to and from the Alice, Falfurrias, and Kingsville exchanges.

Raymondville Exchange - Customers have unlimited local calling within the Raymondville exchange. In addition, customers in Raymondville also have local calling to and from the La Sara, Lyford, San Perlita, and Stillman exchanges.

Santa Rosa Exchange - Customers have unlimited local calling within the Santa Rosa exchange. In addition, customers in Santa Rosa also have local calling to and from the Harlingen, and La Feria exchanges.

Sebastian Exchange - Customers have unlimited local calling within the Sebastian exchange. In addition, customers in Sebastian also have local calling to and from the La Sara, Raymondville, and Stillman exchanges.

Three Rivers Exchange - Customers have unlimited local calling within the Three Rivers exchange. In addition, customers in Three Rivers also have local calling to and from the Beeville, George West, Pawnee, Pettus, and Tilden exchanges.

(N)(T)

(D)

(D)

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS)**

**7.2.1 General**

- A. Prepaid Local Telephone Service (PLTS) is a telecommunications service assistance program available to residential telephone service subscribers.
- B. Regulations contained in this tariff section apply to PLTS, only.
- C. PLTS subscribing customers will receive the following services:
  - 1. Voice grade dial tone residential access line;
  - 2. Mandatory services where offered by the Company, including extended area service (EAS), or expanded local calling service (ELC);
  - 3. Touch Tone dialing service;
  - 4. Toll Blocking service
  - 5. Access to 911 service;
  - 6. Access to dual party relay service;
  - 7. Access to the Company's Business Office and Repair Service;
  - 8. Optional – One Directory Listing or Non-Published Listing;

**7.2.2 Provision of Service**

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

---

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

**7.2.2 Provision of Service (Continued)**

- B. 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 Company, through tariffs or contracts. The PLTS customer shall not subscribe to any services offered by the Company other than those included in PLTS, as defined in subsection 7.2.1.C., preceding.

**7.2.3 Rates for PLTS Customers**

- A. The recurring monthly rates for customers subscribing to PLTS include the applicable residential tariffed rate for services described in subsection 7.2.1.C. preceding; any tariffed charges for non-listed service, if offered by the Company and if requested by the customer; and any surcharges and fees authorized by a governmental entity that are billed by the Company. These surcharges include, but are not limited to, 911, subscriber line charge, sales tax, and municipal fees.

1. **Dilley Exchange PLTS Customers**

(T)

<b><u>Service Description</u></b>	<b><u>Monthly Charge</u></b>
Local Access Line	\$10.50
(I) Touch-Tone	No Charge
(R) Toll Blocking Service	No Charge
Access to E-9-1-1 Service	No Charge
Access to Dual Party Relay Service	No Charge
Access to Company's Service Repair (6-1-1)	No Charge
Access to Company's Business Office (2-1-1)	No Charge
One Primary Directory Listing	No Charge
Non-Published Listing (Customer's Option)	No Charge

- B. Non-recurring (Installation) rates shall include all appropriate charges, which will be applied as stated in Section 6 of this tariff.

Installation Without Premises Visit	\$ 35.00
Installation With Premises Visit	\$ 55.00



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**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

(N)

1. **All Other Exchange PLTS Customers**

<b><u>Service Description</u></b>	<b><u>Monthly Charge</u></b>
Local Access Line	\$27.95
Touch-Tone	No Charge
Toll Blocking Service	No Charge
Access to E-9-1-1 Service	No Charge
Access to Dual Party Relay Service	No Charge
Access to Company's Service Repair (6-1-1)	No Charge
Access to Company's Business Office (2-1-1)	No Charge
One Primary Directory Listing	No Charge
Non-Published Listing (Customer's Option)	No Charge

- B. Non-recurring (Installation) rates shall include all appropriate charges, which will be applied as stated in Section 6 of this tariff.

Installation Without Premises Visit	\$ 35.00
Installation With Premises Visit	\$ 55.00

(N)

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Raymondville, TX 78580**

**Effective: July 1, 2011**

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

**7.2.4 Payments Under PLTS**

- A. 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.
- B. Subsequent monthly recurring payments by the PLTS subscriber shall not exceed the rates for one month of service under PLTS.
- C. The due date for subsequent monthly payments for PLTS shall be based upon the Company's regular monthly billing cycle.
- D. A PLTS customer may also be required to make payments under the deferred payment plan as described in subsection 7.2.5 of this tariff.

**7.2.5 Deferred Payment Plan for PLTS**

- A. As a condition of receiving PLTS, the Company may require a PLTS applicant to enter into a deferred payment plan for any outstanding debt owed to the Company 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.

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

**7.2.5 Deferred Payment Plan for PLTS (Continued)**

- B. The Company shall determine the amount the PLTS subscriber owes for basic local services previously received and which the customer subscribes to under PLTS. The Company will apply any undesignated partial payment made by the PLTS subscriber prior to PLTS subscription to the amount owed the Company for services previously received under basic local service and to which the customer subscribes under PLTS. The Company will not reallocate undesignated partial payments to amounts yet to be incurred for basic local telecommunications service.
- C. If the Company 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 Company shall not require an applicant to enter into a PLTS deferred payment plan.
- D. Monthly payments under the PLTS deferred payment plan will be established as follows:
  - 1. The amount of the monthly payment shall not exceed the greater of \$10 or one-twelfth of the outstanding debt.
  - 2. 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.

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

**7.2.6 PLTS Subscriber Deposits**

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

**7.2.7 Disconnection of PLTS Service**

**A. Disconnection With Notice**

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

1. Failure to comply with the terms of a PLTS deferred payment plan;
2. 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
3. Violation of the Company'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.

**B. Disconnection Without Notice**

1. The Company shall immediately disconnect a PLTS subscriber without notice under the following conditions:
  - a. If the PLTS subscriber accrues new billable charges for toll or other services on their telephone bill;

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## BASIC LOCAL EXCHANGE SERVICE

### 7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

#### 7.2.7 Disconnection of PLTS Service (Continued)

##### B. Disconnection Without Notice (Continued)

##### 1. (Continued)

- b. Where a known dangerous condition exists for as long as the condition exists; or
  - c. 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.
2. The Company 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 Company. The notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local service.

#### 7.2.8 Return of PLTS Subscriber to Basic Local Service

- A. The PLTS subscriber may return to the Company's basic local service providing that the customer has:
  1. paid all outstanding debt in full to the Company, including indebtedness for the carriage charges of interexchange carriers where the Company bills those charges pursuant to tariffs or contracts; and
  2. paid all bills for PLTS .

**BASIC LOCAL EXCHANGE SERVICE**

**7.2 PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)**

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

- B. The Company shall notify the PLTS subscriber upon satisfaction of the obligations above that:
1. the customer is eligible to return to basic local service without PLTS restrictions;
  2. the customer may request basic local service including toll blocking and or usage-sensitive blocking, if applicable, at the Company's tariffed rate and that such services may be removed at any time upon the customer's request; and
  3. the customer must contact the Company to arrange to be returned to basic local service.
- C. In addition to the requirements stated in this subsection, in order to return to basic local service the PLTS customer must:
1. Request subscription from the Company for basic local service; and
  2. Pay the service restoral fee or service connection charges as described in Section 6. of this tariff, if applicable and assessed by the Company.



## BASIC LOCAL EXCHANGE SERVICE

### 7.3 LIFELINE SERVICE

#### 7.3.1 General

- A. Lifeline Service is a retail local service offering sponsored by the FCC and available to qualifying low-income consumers.
- B. Consumers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101(a) (1)-(8) (relating to Supported Services for Rural, Insular and High Cost Areas).
- C. The Company shall offer toll restriction at no charge to all qualifying low-income consumers at the time such consumers subscribe to Lifeline Service. If the consumer elects to receive toll restriction, that service shall become part of the consumer's Lifeline Service.
- D. A customer otherwise eligible to receive the Lifeline Service shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.
- E. Lifeline Service rate reductions only apply to basic service and do not apply to non-basic service such as long distance service whether tariffed or untariffed. Customers may obtain such non-basic services, including bundled service where available, at their discretion, although the Lifeline Service reduction applies only to the basic service charge of the bundled service.
- F. The Lifeline Service rate reductions do not apply to service connection charges, except that customers eligible for the Link Up America program will receive a reduction in applicable service connection charges, as set forth in Section of this tariff.
- G. Lifeline Service will not be available on a retroactive basis unless directed by the Low Income Discount Administrator or the Commission.

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**BASIC LOCAL EXCHANGE SERVICE**

**7.3 LIFELINE SERVICE (Continued)**

**7.3.1 General (Continued)**

- H. A consumer eligible for Lifeline Service is automatically eligible for Link Up Service. However, a consumer may qualify for and receive Lifeline Service independently of Link Up Service.
- I. The Company will waive monthly number portability charges, subject to its tariff, for the Lifeline customer.

**7.3.2 Eligibility Requirements**

- A. The discounted service will be provided for one (1) residential telephone line per household, at the subscriber's principal place of residence.
- B. The service must be provided in the eligible consumer's name.
- C. The applicant must certify that their annual income is at or below 150% of the federal poverty guidelines, that they are an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, one of the following programs:
  - Medicaid
  - Food Stamps
  - Low-income Home Energy Assistance Programs (HEAP)
  - Supplemental Security Income (SSI)
  - Federal public housing assistance
  - State Child Health Plan

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**BASIC LOCAL EXCHANGE SERVICE**

**7.3 LIFELINE SERVICE (Continued)**

**7.3.2 Eligibility Requirements (Continued)**

**D. Procedures for Establishing Lifeline Discounts**

1. Consumers within the Company's service area identified as eligible for Lifeline Service by the Texas Low-Income Discount Administrator (LIDA) through the automatic enrollment process under Commission Substantive Rule 26.412, shall be provided Lifeline Service discounts unless the Company receives a customer request to be excluded from such discounts. Consumers who are eligible for Lifeline Service but do not have telephone service at the time the LIDA provides its eligibility list to the Company are responsible for contacting the Company and initiating a request for Link-Up Service from the Company.
2. The LIDA shall provide the Company with a monthly list of consumers eligible for Lifeline Service.
3. Consumers who do not participate in one of the designated programs but who meet annual income qualifications by having an income at or below 150% of the federal poverty guidelines, may establish eligibility for Lifeline Service by contacting the LIDA and receive Lifeline Service discounts within 30 days of proof of eligibility.

**BASIC LOCAL EXCHANGE SERVICE**

**7.3 LIFELINE SERVICE (Continued)**

**7.3.2 Eligibility Requirements (Continued)**

**E. Lifeline Service Discounts (Continued)**

1. Eligible consumers who subscribe to Lifeline Service will receive the following discounts pursuant to Public Utility Commission Substantive Rule 26.419:
  - (a) Federal baseline Lifeline support amount. The Company grants a waiver of the Company's tariffed monthly subscriber line charge (SLC) to qualifying low-income consumers.
  - (b) Federal-approved \$1.75 reduction. The Company shall give a qualifying low-income consumer a federal-approved reduction of \$1.75 in the monthly amount of intrastate charges due for services subject to the Lifeline Service Program.
  - (c) Additional state reduction with federal matching. The Company shall give qualifying low-income consumers the following:
    - (1) additional state-approved reduction of \$3.50 in the monthly amount of intrastate charges due; and
    - (2) a further federal-approved reduction of \$1.75.

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**BASIC LOCAL EXCHANGE SERVICE**

**7.4 LINK UP AMERICA PROGRAM (LUA)**

**7.4.1 Program Description**

- A. Link Up America (LUA) is a federally certified telephone assistance program designed to make basic telephone service accessible to low-income consumers who are currently not on the public switched network.
- B. Under the LUA program, charges assessed for commencing service include any charges that the Company customarily assesses to connect subscribers to the network. Deposits, if applicable, are not subject to LUA program discounts.
- C. Assistance is provided by:
  - 1. applying a discount to the applicable service connection charges. Eligible LUA applicants will receive a reduction of one-half of the charges for connection of telephone service, up to a maximum of \$30.00, and/or
  - 2. election by a qualifying consumer to defer payment of the charges assessed for commencing service. Customers may pay these charges, up to \$200, in equal increments over an agreed number of months, not to exceed one year. Interest charges will not apply to the deferred payments.
- D. A consumer eligible for Lifeline Service is automatically eligible for LUA program. A consumer may qualify for and receive LUA Service independently of Lifeline Service.
- E. A customer otherwise eligible to receive the LUA Service shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.
- F. The Company will provide LUA assistance to all qualifying low-income consumers identified by the Texas Low-Income Discount Administrator (LIDA) within its service area pursuant to the provisions of this tariff.



## BASIC LOCAL EXCHANGE SERVICE

### 7.4 LINK UP AMERICA PROGRAM (LUA) (Continued)

#### 7.4.2 Eligibility Requirements

- A. The discounted service connection charges will be provided for one (1) telephone line per household, at the subscriber's principal place of residence.
- B. A qualified low-income consumer can only obtain LUA assistance once at a principal place of residence. A qualified low-income consumer can receive LUA assistance a second or subsequent time in cases where the address for the consumer's principal place of residence is different from the residence address at which LUA assistance was provided previously.
- C. Assistance is targeted to those individuals who meet the annual income criteria which is at or below 150% of the federal poverty guidelines, who are eligible residents of Tribal land, or who participate in, or have a person or child who resides in the customer household who participates in, one of the following programs:
  - Medicaid
  - Food Stamps
  - Low-income Home Energy Assistance Programs
  - Supplemental Security Income
  - Federal public housing assistance
  - State Child Health Plan
- D. Consumers interested in LUA Service may apply through the LIDA under the same procedures applicable to applications for Lifeline Service, as described in this tariff.

#### 7.4.3 Provision of Service

The Company will apply the reduced service connection charge upon application for service by the qualified low-income customer.

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## BASIC LOCAL EXCHANGE SERVICE

### 7.4 LINK UP AMERICA PROGRAM (LUA) (Continued)

#### 7.4.4 Credit and Billing

##### A. Credit Reference

The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants applying for service under the LUA Program.

##### B. Deposits

The deposit standards used for all applicants who apply for service with the Company will also be used for applicants applying for service under the LUA Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to Toll Restriction Service.

##### C. Billing Standards

Once service has been established for a LUA applicant, the customer will be expected to adhere to the same bill payment policies expected of any other customer.

#### 7.4.5 Local Exchange Service

The Company will inform the LUA customer of its lowest priced options for basic local service. However, if the LUA customer chooses a higher grade of service, the service order will be issued for that service.

---

**BASIC LOCAL EXCHANGE SERVICE**

**7.5 LOCAL EXCHANGE ENHANCED ACCESS SERVICE (LEEA)**  
(N)

**7.5.1 General**

Local Exchange Enhanced Access (LEEA) service is a telecommunications service available to residential and business telephone service subscribers. The LEEA service provides the subscriber with enhanced network feature and functionality where facilities are available. LEEA service requires one (1) Access Component and one (1) Telephone Service Application identified below.

A. Access Component - LEEA is offered with one of three different Access Components for network access connectivity:

1. Basic LEEA - provides a limited capacity connection sufficient for the provision of voice and data services with data services not to exceed 10 mbps.
2. Standard LEEA - provides a higher capacity connection sufficient for the provision of voice and data services with data services not to exceed 100 mbps.
3. Advanced LEEA – provides the highest capacity connection sufficient for the provision of voice and data services with data services exceeding 100 mbps.

B. Voice Telephone Service Application - LEEA is offered with one of three different Voice Telephone Service Applications:

1. Restricted Service – this service, available with Basic LEEA, Standard LEEA, or Advanced LEEA, provides the customer with a restricted outbound calling capability. The service allows the customer to receive calls, dial emergency E-911, and dial 0- operator-assisted calls and provides for a communication path for any optional security services or other services where a dial tone connection is needed.

(N)

**BASIC LOCAL EXCHANGE SERVICE**

**7.5 LOCAL EXCHANGE ENHANCED ACCESS SERVICE (LEEA) (Continued)**

**7.5.1 General (Continued)**  
(N)

**B. Voice Telephone Service Application (Continued)**

2. Full Service – this service, available with the Basic LEEA or Standard LEEA Access Component, provides a voice grade dial tone service with EAS or ELCS included, Touch Tone dialing service, access to E-911 service, and, at the customers option, one directory listing or non-published listing. This service also includes the Basic Feature Package found in Section 9.1.1 C.3.
3. Premium Service - this service, available with the Standard LEEA or Advanced LEEA Access Component, provides a voice grade dial tone service with EAS or ELCS included, Touch Tone dialing service, access to E-911 service, and, at the customers option, one directory listing or non-published listing. This service also includes the Basic Feature Package found in Section 9.1.1 C.3 and the Enhanced Feature Package found in 9.1.1 C.4.

**7.5.2 Rates for LEEA Services**

A. LEEA Access Components	Residential	Business
a. Basic	\$20.00	\$20.00
b. Standard \$30.00	\$35.00	
c. Advanced \$50.00	\$60.00	
B. LEEA Telephone Service Applications	Residential	Business
a. Restricted Service	\$0.00	\$5.00
b. Full Service	\$5.00	\$10.00
c. Premium Service	\$10.00	\$15.00
C. NRC Rates for LEEA Service		
One-Time Charge option	\$35.00	

(N)

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**BASIC LOCAL EXCHANGE SERVICE**

**7.6 BUNDLED LOCAL EXCHANGE PACKAGES**  
(N)

**7.6.1 General**

Bundled Local Exchange packages are alternative services provided on an optional basis to customers on a packaged single price basis. Services may include both regulated (PUC and FCC) and unregulated items.

**7.6.2 Broadband Access with LEEA Service**

A. General

1. Traditional Broadband Access package includes the Basic LEEA access component, the Full Service Telephone Service Application and a Basic Internet Access Component.
2. Standard Broadband Access package includes the Standard LEEA access component, the Full Service Telephone Service Application(1) and a Standard Internet Access Component.
3. High Priority Broadband Access package includes the Standard LEEA access component, the Full Service Telephone Service Application(1) and a High Priority Internet Access Component.
4. Advanced Broadband Access package includes the Advanced LEEA access component, the Full Service Telephone Service Application (1) and an Advanced Internet Access Component.
5. Advanced & High Priority Broadband Access package includes the Advanced LEEA access component, the Full Service Telephone Service Application(1) and an Advanced & High Priority Internet Access Component.

**FOOTNOTES:**

(1) The subscriber may, at their option, exchange the Full Service Telephone Service Application for the Premium Service Telephone Application for the additional incremental

service charges identified in Section 7.5.2.B.

(N)

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**BASIC LOCAL EXCHANGE SERVICE**

**7.6 BUNDLED LOCAL EXCHANGE PACKAGES (Continued)**  
(N)

**7.6.2 Broadband Access with LEEA Service (Continued)**

B. MRC Rates

	Residential	Business
a. Traditional	\$30.00	\$35.00
b. Standard	\$45.00	\$55.00
c. Advanced	\$65.00	\$80.00

C. NRC Rates - Broadband Access with LEEA Package

One-Time Charge option (1)      \$35.00

FOOTNOTES:

(1) Broadband Access Package NRC charge includes compensation for one Primary Service



Order, one Line Connection, and one Premise Visit.

(N)

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**DIRECTORY PUBLICATION AND USE**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>8.1</b> <b><u>DIRECTORY LISTINGS</u></b> .....	<b>2</b>
8.1.1    Provision of Directory Listings	
8.1.2    Primary Directory Listings	
8.1.3    Additional Directory Listings	
8.1.4    Non-listed Number Service	
8.1.5    Liability For Directory Service	
8.1.6    Rates and Charges	
<b>8.2</b> <b><u>PROVISION AND OWNERSHIP OF DIRECTORIES</u></b> .....	<b>10</b>

**DIRECTORY PUBLICATION AND USE**

**8.1 DIRECTORY LISTINGS**

**8.1.1 Provision of Directory Listings**

- A. These rates and regulations for directory listings apply only to the information records and the alphabetical Section of the directory containing the regular alphabetical list of names of customers.
- B. Listings are regularly provided in connection with all classes of exchange service unless the customer subscribes to Non-Published Number Service.
- C. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- D. A listing must conform to the Company's specifications with respect to its directories.
- E. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- F. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

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**DIRECTORY PUBLICATION AND USE**

**8.1 DIRECTORY LISTINGS (Cont'd)**

**8.1.2 Primary Directory Listings**

A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

B. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

C. Residence Listings

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.
2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

**DIRECTORY PUBLICATION AND USE**

**8.1 DIRECTORY LISTINGS (Cont'd)**

**8.1.3 Additional Directory Listings**

**A. General**

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:

**DIRECTORY PUBLICATION AND USE**

**8.1 DIRECTORY LISTINGS (Cont'd)**

**8.1.4 Non-listed Number Service**

A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. Further, the number is not listed in the information records nor is it given out upon request.

**8.1.5 Liability For Directory Listing Service**

**A. General**

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

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**DIRECTORY PUBLICATION AND USE**

**8.1 DIRECTORY LISTINGS (Cont'd)**

**Monthly Rate**

**8.1.6 Rates and Charges for Business or Residence**

A. Recurring Monthly Rate

Primary Service Listing  
\$ N/C

Additional Name Listings  
\$0.50  
in alphabetical section only

Foreign Directory Listing <sup>[1]</sup>  
\$1.00

Non-listed Telephone Number <sup>[2]</sup>  
\$1.00

[1] The Foreign Directory Listing will be billed on an annual basis coincidental with the directory (book) closing, and this will include a listing in the White Pages, Yellow Pages, and Directory Assistance Operator number quotation system for business accounts and White Pages and Directory Assistance Operator number quotations for residential accounts.

[2] With Prepaid Local Telephone Service (PLTS), Non-listed or Non-Published telephone numbers are not charged a monthly rate at the option of the PLTS subscriber.

B. Service Charges

1. See Section 6 of this Tariff for applicable Service Charges. A Secondary Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published numbers a Service Order Charge applies.

2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

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**DIRECTORY PUBLICATION AND USE**

**8.2 PROVISION AND OWNERSHIP OF DIRECTORIES**

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 8.1.5 of this Tariff.
- C. If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>9.1</b> <b><u>CUSTOM CALLING SERVICES</u></b> .....	<b>3</b>
9.1.1    General	
9.1.2    Rates and Charges	
<b>9.2</b> <b><u>CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)</u></b> .....	<b>6</b>
9.2.1    General	
9.2.2    Rates and Charges for Individual Features	
9.2.3    Rates and Charges for Packaged Features	
<b>9.3</b> <b><u>LOCAL DIRECTORY ASSISTANCE</u></b> .....	<b>15</b>
9.3.1    General	
9.3.2    Rates and Charges	
<b>9.4</b> <b><u>DIRECTORY ASSISTANCE CALL COMPLETION</u></b> .....	<b>16</b>
9.4.1    General	
9.4.2    Rates	
<b>9.5</b> <b><u>NATIONAL DIRECTORY ASSISTANCE</u></b> .....	<b>18</b>
9.5.1    Service Description	
9.5.2    General Regulations	
9.5.3    Rates	

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**TABLE OF CONTENTS (CONTINUED)**

	<u>Page</u>
<b>9.6 TOLL RESTRICTION SERVICES.....</b>	<b>20</b>
9.6.1 General	
9.6.2 Rates and Charges	
<b>9.7 OPERATOR ASSISTED LOCAL CALLS.....</b>	<b>22</b>
9.7.1 General	
9.7.2 Rates and Charges	
<b>9.8 VACATION SERVICE.....</b>	<b>23</b>
9.8.1 General	
9.8.2 Rates	
<b>9.9 DIRECT INWARD DIALING (DID) SERVICE.....</b>	<b>24</b>
9.9.1 General	
9.9.2 Rates	
<b>9.10 DETACHED EXTENSIONS.....</b>	<b>27</b>
9.10.1 General	
9.10.2 Rates and Charges	
<b>9.11 811 DIALING SERVICE.....</b>	<b>28</b>
9.11.1 General	
9.11.2 Regulations	
9.11.3 Explanation of Terms	
9.11.4 Rates and Charges	

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.1 CUSTOM CALLING FEATURES**

**9.1.1 General**

- A. Custom Calling Features are limited to those customers served by central offices arranged for this service and is furnished only in connection with individual line service.
- B. Description of Features
  - 1. Call Forwarding-Fixed

Call Forwarding-Fixed permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all calls will automatically be transferred. The second number is programmed by the Company, while the activation and deactivation of the Call Forwarding is controlled by the subscriber. To activate this feature, the subscriber will dial 72 and wait four seconds before hanging up. To deactivate, dial 73 and wait four seconds before hanging up. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

- 2. Call Forwarding-Variable

Call Forwarding-Variable enables a station user to divert all incoming calls to another directory number. Call Forwarding is activated by first dialing a code, then the telephone number that calls are to be transferred to. Activation, deactivation and the forward-to destination are controlled by the station user. While in the active state, a reminder tone is generated to the line with the Call Forwarding Service as each call is transferred. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 CUSTOM CALLING FEATURES (Cont'd)

9.1.1 **General (Cont'd)**

B. Description of Features (Cont'd)

3. Call Waiting/ Cancel Call Waiting

Call Waiting/ Cancel Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or hitting the switch hook. Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

4. Three-Way Calling

Three-Way Calling allows a station user to add a third party to the existing call, enabling a simultaneous conference between parties at multiple locations. If multiple parties of the conversation subscribe to this service, each may establish an additional line, to a maximum of six lines.

5. Speed Calling

Speed Calling 8 Code enables a station user to call a list of up to eight (8) preselected directory numbers by dialing one-digit codes instead of the directory numbers. Up to thirty (30) numbers may be accessed by a two-digit code with Speed Calling 30 Code.

C. Custom Calling Packages

1. Package 1

This package includes Eight (8) Number Speed Dialing, Call Waiting/Cancel Call Waiting, Three (3) Way Calling and Call Forwarding.

2. Package 2

This Package includes Thirty (30) Number Speed Dialing, Call Waiting/Cancel Call Waiting, Three (3) Way Calling and Call Forwarding.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.1 CUSTOM CALLING FEATURES (Cont'd)**

**9.1.1 General (Cont'd)**

N

C. Custom Calling Packages (continued)

3. Basic Feature Package

This Package is only available for subscribers who purchase the Optional Local Exchange Enhanced Access (LEEA) Service. This Package includes: Anonymous Call Rejection, Call Blocker, Call Forward Variable, Caller Name and Number Delivery, Call Return, Call Waiting & Cancel Call Waiting, Call Waiting ID, Do Not Disturb, Emergency Contact Activation, Priority Ringing, Private Number, Repeat Dialing, Selective Call Acceptance, Selective Call Rejection, Speed Dial 30.

4. Enhanced Feature Package

This Package is only available for subscribers who purchase the Optional Local Exchange Enhanced Access (LEEA) Service. This Package includes: Voice Mail (single box), Call Hold, Distinctive Ring, Find-Me-Follow-Me, Teen Service and Three-Way Calling.

<b>9.1.2</b>	<b>N Rates and Charges*</b>	<b>Residential Per Line Monthly Rate</b>	<b>Business Per Line Monthly Rate</b>
	Call Forwarding-Fixed	\$ 1.50	\$ 2.00
	Call Forwarding-Variable	\$ 1.50	\$ 2.00
	Call Waiting/Cancel Call Waiting	\$ 1.50	\$ 2.00
	Three-Way Calling	\$ 1.50	\$ 2.00
	Eight (8) Number Speed Dialing	\$ 1.00	\$ 1.50
	Thirty (30) Number Speed Dialing	\$ 1.50	\$ 2.00
	Custom Calling ValuPak #1	\$ 4.00	\$ 5.50
	Custom Calling ValuPak #2	\$ 4.50	\$ 6.00

\* Service Order Charges found in Section 6 also apply.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)**

**9.2.1 General**

A. Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7). CLASS is furnished only in connection with individual and multi-line line service where facilities exist.

B. Description of Features

1. 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.

2. Call Blocker

Enables customers to block the last incoming call or calls from a maximum of six (6) specified telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The telephone company’s equipment will screen incoming calls against the customer’s list and block those on the list. If facilities are unavailable to provide incoming call blocker via the customer’s list, standard call completion will occur. To block unknown telephone numbers, a customer can dial a special code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a telephone company recorded announcement.

3. Call Forwarding-Busy

Call Forwarding-Busy allows all calls to a subscriber’s line, when that line is busy, to be redirected to an alternate telephone number determined by the subscriber. To activate this feature, the subscriber will dial \*90 and wait four seconds before hanging up. To deactivate, dial \*91 and wait four seconds before hanging up. Calls may be transferred to a location outside of the Company’s local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**4. Call Hold**

Call Hold is a privacy feature that allows subscribers to keep a caller from being able to hear background noise or conversations in the subscriber's residence or business while the feature is activated.

**5. Calling Number Delivery**

Calling Number Delivery will enable the subscriber to receive the calling number on incoming calls. The number will be delivered to the called party's Customer Premises Equipment (CPE) in the interval between the first and second ring. The calling number will remain for the duration of the call and can be viewed from the display on the CPE.

**6. Calling Name and Number Delivery**

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

**7. Call Return**

Call Return enables the customer to automatically redial the telephone number of the most recent incoming call. The Telephone Company's equipment will make repeated attempts to establish the call, for a thirty (30) minute period beginning with the customer's activation of Call Return. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**8. Call Trace**

Call Trace allows the subscriber to initiate a trace on the last incoming call. The results of the trace will not be provided directly to the subscriber initiating the trace. The trace log will be available to designated law enforcement authorities upon request. The subscriber is responsible for contacting the appropriate law enforcement authority to determine further action to be taken.

The subscriber with this feature assigned as a station option will dial an activation code to activate the feature. The call will be traced automatically, and the originating directory number and the time the call was made will be recorded where capable.

Call Trace will be limited to specific time periods such as one, two, three, or four weeks and this will be specified by Customer when making the Call Trace request through the proper authorities.

**9. Call Waiting ID**

Allows the customer to receive and view the Calling Name and/or Number for an incoming call while conducting a call. This feature allows the customer to identify the waiting caller before choosing to answer the call. The following limitations apply:

In order to subscribe to Call Waiting ID, the customer must also subscribe to Calling Name and/or Number Delivery and connect their own compatible customer premises equipment (CPE) in order to view calling party name and number.

Call Waiting ID Service will be provided in connection with individual and multiline 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 Telephones Services are excluded from this tariff offering.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**10. Distinctive Ring**

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time. Regulations for Directory Listings as set forth in this tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

**11. Preferred Call Forwarding**

Enables the customer to forward incoming calls from a maximum of six (6) specified telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The telephone company's equipment will screen incoming calls against the customer's list and forward only calls from telephone numbers included on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

**12. Priority Ringing**

Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from a maximum of six (6) preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the customer's list and provide a distinctive ringing pattern for telephone numbers on the customer's list.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**13. Repeat Dialing**

Enables the customer to automatically redial the last outgoing telephone number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.

**14. Safety Line**

Provides the subscriber with a safety feature whereby a phone left off the hook for approximately thirty (30) seconds will automatically dial a preprogrammed phone number to alert a family member, friend or neighbor in the event of an emergency.

**15. Special Call Acceptance**

Special Call Acceptance will allow subscribers to define a list of a maximum of six (6) directory numbers from which calls will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted directory numbers as desired.

**16. Find Me Follow Me Service**

Find Me Follow Me Service provides a way for Customers to configure additional numbers that will be rung instead of or as well as the subscriber's own number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other configured numbers is stopped.

**17. Do Not Disturb**

Do Not Disturb allows the subscriber to block their line temporarily to prevent incoming calls. Outgoing calls can be made as normal, but incoming calls are not connected. The blocked caller will hear an announcement that the subscriber is not currently accepting calls.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**18. Mandatory Account Codes**

Mandatory Account Codes allows a subscriber to correlate their outgoing calls with a numerical account code which is used in billing long distance calls. Account Codes can be used for a variety of purposes including allocating long distance cost to the person placing the call such as a college dorm suite or rental property with multiple paying tenants. [NOTE: This service is not available for SIP subscribers.]

**19 Selective Call Barring**

Selective Call Barring allows the subscriber to block outgoing calls to certain types of numbers from their line including international calls, national long distance calls, local calls, operator assisted calls, etc. Selective call barring is a good service for rental properties such as bed and breakfast lodging, time-share rental condos, etc.

**20. Teen Service**

Teen Service allows a subscriber to have up to three additional directory numbers while retaining only one physical telephone line. Incoming calls have a distinctive ring for each number, but outgoing calls are made from the main directory number.

**C. CLASS Feature Packages**

The following CLASS Feature Packages are available where facilities exist and include Touch Tone Calling at no charge.

1. Repeat Dialing, Call Return, Priority Ringing, Preferred Call Forwarding, Call Blocker and Special Call Acceptance.
2. Calling Name and Number Delivery and Call Return.
3. Calling Number Delivery, Call Blocker and Call Return.
4. Calling Name and Number Delivery, Call Blocker and Call Return.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.2 Rates and Charges for Individual Features\***

	<b>Residential Per Line Monthly Rate</b>	<b>Business Per Line Monthly Rate</b>
Anonymous Call Rejection	\$ 1.00	\$ 2.00
Call Blocker	\$ 1.50	\$ 2.50
Call Forwarding Busy	\$ 1.25	\$ 2.50
Call Hold	\$ 1.00	\$ 2.00
Caller ID Calling Number Delivery	\$ 3.50	\$ 4.50
Caller ID Calling Name & Number Delivery	\$ 5.00	\$ 7.00
Call Waiting ID (Caller ID Number or Caller ID Name+Number (Exchange).....	\$Included.....	\$Included
Call Return	\$ 2.00	\$ 3.00
Call Trace <sup>[1]</sup>		
1 Calendar Week Activation	\$ 10.00	\$ 10.00
2 Calendar Weeks Activation	\$ 20.00	\$ 20.00
3 Calendar Weeks Activation	\$ 25.00	\$ 25.00
4 Calendar Weeks Activation	\$ 25.00	\$ 25.00

\* Service Order Charges found in Section 6 also apply. Nonrecurring installation and service order charges may be waived for the first ninety days a service is made available in the Company's exchanges.

[1] Applies per successful call traced regardless of whether the customer contacts the appropriate law enforcement authorities to obtain call trace records. There is a maximum monthly cap of \$25 on Call Trace charges.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)**

**9.2.2 Rates and Charges for Individual Features\***

	<b><u>Residential Per Line Monthly Rate</u></b>	<b><u>Business Per Line Monthly Rate</u></b>
Distinctive Ring	\$ 2.50	\$ 3.50
Preferred Call Forwarding	\$ 2.00	\$ 2.00
Priority Ringing	\$ 2.50	\$ 3.50
Repeat Dialing	\$ 2.00	\$ 3.00
Safety Line	\$ 1.00	\$ 2.00
Special Call Acceptance	\$ 1.00	\$ 1.50
Find Me Follow Me Service	\$ 5.00	\$ 7.50
Do Not Disturb	\$ 1.00	\$ 1.50
Mandatory Account Codes	\$ 1.00	\$ 1.50
Selective Call Barring	\$ 1.00	\$ 1.50
Teen Line	\$ 5.00	\$ Not Available

\* Service Order Charges found in Section 6 also apply. Nonrecurring installation and service order charges may be waived for the first ninety days a service is made available in the Company's exchanges.



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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.3 Rates and Charges for Packaged Features\*

	<u>Residential Per Line Monthly Rate</u>	<u>Business Per Line Monthly Rate</u>
MemberSaver – Emerald Package A choice of six (6) of the CLASS and Custom Call Features from the MemberSaver Packages list below:	\$ 4.00	\$ 4.00 (R)
MemberSaver – Ruby Package A choice of ten (10) of the CLASS and Custom Call Features from the MemberSaver Packages list below:	\$ 6.00 (R)	\$ 6.00 (R)
MemberSaver – Diamond Package A choice of fifteen (15) of the CLASS and Custom Call Features from the MemberSaver Packages list below:	\$ 10.00 (R)	\$ 10.00 (R)

CLASS and Custom Call Features for MemberSaver Packages

- Call Forwarding-Fixed
- Call Forwarding-Variable
- Call Waiting with Cancel
- Three Way Calling
- Speed Dial 8 Numbers
- Speed Dial 30 Numbers
- Anonymous Call Rejection
- Call Blocker
- Call Forwarding-Busy
- Call Hold
- Caller ID with Number
- Caller ID with Name & Number
- Call Return
- Distinctive Ringing
- Preferred Call Forwarding
- Priority Ringing
- Repeat Dialing (Busy Redial)
- Special Call Acceptance
- Safety Line
- Find Me Follow Me Service
- Do Not Disturb
- Mandatory Account Codes
- Selective Call Barring
- Teen Line Service (Residential Only)

\* Service Order Charges found in Section 6 also apply.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.3 LOCAL DIRECTORY ASSISTANCE**

**9.3.1 General**

- A. The Company furnishes Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers of subscribers located within the calling customer's local calling area.
- B. Directory Assistance charges are not applicable to calls originating from service furnished for use by handicapped persons who present a certificate signed by a physician or issued by an agency recognized by the State of Texas as having the authority to certify the existence of such handicaps.
- C. No credit will be given for requested listings that are nonpublished or nonlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- D. Call allowances are not transferable between separately billed accounts of the same customer.

**9.3.2 Rates and Charges**

For each local direct dialed directory assistance call, the charge per call is \$1.50.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.4 DIRECTORY ASSISTANCE CALL COMPLETION SERVICE**

**9.4.1 General**

- A. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.
- B. The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed to a calling card, a third party's number, or collect.
- C. Customers may obtain, at no charge, screening which allows DACC on an alternately billed basis only from the customer's phone.
- D. Where facilities permit, DACC will be offered to all classes of service except Pay Telephone Exchange Access Service and calls made from hotels/motels.
- E. The three types of DACC offered are as follows:
  - 1. Fully-Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.
  - 2. Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.
  - 3. Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.4 DIRECTORY ASSISTANCE CALL COMPLETION SERVICE**

**9.4.1 General (Continued)**

- F. For local calls, charges for DACC are not applicable to calls placed by those customers whose physical disabilities prevent them from using the telephone directory as defined in Section 9.3.1.B., above.
- G. For intraLATA calls, the rate for Fully-Automated DACC and the appropriate long distance message charges will apply to calls placed by customers described in Section 9.3.1.B, above.

**9.4.2 Rates**

- A. The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the Long Distance Message Telecommunications Service usage rates, or local message rates, if applicable.

- B. Directory Assistance Call Completion rates apply on a per call basis:

Fully-Automated DACC

- Sent-Paid (except for Pay Telephone) \$0.25
- Calling Card \$0.30
- Collect \$1.00
- Billed to Third Number \$1.00

Semi-Automated DACC

- Sent-Paid \$0.60
- Calling Card \$0.60

- Collect \$1.20
- Billed to Third Number \$1.20

Person-to-Person DACC \$2.60

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.5. NATIONAL DIRECTORY ASSISTANCE SERVICE**

**9.5.1 Service Description**

National Directory Assistance (National DA) is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the Directory Assistance charges as described in Subsection A, preceding.

**9.5.2 General Regulations**

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

- A. Residential and business customers will be charged for each call, at the rates identified below. Customers may request up to two (2) listings per call. Customers desiring more than one listing should inform the Directory Assistance operator at the beginning of the call that they want multiple listings. The National DA rate applies per call whether or not a number is provided. This includes requests for numbers which are nonpublished or nonlisted.
- B. There are no billing exemptions or allowances for National DA service requests.
- C. National Directory Assistance will not be available from Hotel/Motel and Pay Telephones.
- D. Where the customer places a call to the National Directory Assistance attendant via an operator or has Directory Assistance charges billed to a telephone calling card, or a telephone number other than the originating number, the call shall be considered alternately billed.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.5. NATIONAL DIRECTORY ASSISTANCE SERVICE (Continued)**

**9.5.3 Rates**

The following rates apply per residential or business customer, per call.

Sent Paid requests (Direct Dialed).....	\$1.50
Alternately Billed Requests.....	\$1.70



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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.6 TOLL RESTRICTION SERVICE**

**9.6.1 General**

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. 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).
- F. The customer accepts full responsibility for denial of access to the toll network.
- G. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. 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" or "0".
- I. This service is available only where facilities permit.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.6 TOLL RESTRICTION SERVICE (Cont'd)**

**9.6.2 Rates and Charges**

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

**Monthly Rate**

Per access line:  
Toll Restriction <sup>[1]</sup> \$ 1.00  
Toll Restriction with Toll-Free Access  
NO CHARGE

[1] Toll Restriction is a mandatory condition of Prepaid Local Telephone Service (PLTS); therefore, No Monthly Rate will be applied to PLTS subscribers.

B. Service Charges

1. 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.
2. If Toll Restriction Service is added or changed after the initial service is installed, an installation charge of \$5.00 applies

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.7 OPERATOR ASSISTED LOCAL CALLS**

**9.7.1 General**

Operator Assisted Local Calling is not furnished by the Company. Access to this service is provided by the Company and requests for Operator Assistance are completed by the Company's underlying operator service provider. Therefore, the Company passes along the rates, regulations and rules applied by its operator service provider for Operator Assisted Local Calls.

**9.7.2 Rates and Charges**

Operator assisted calls will be rated to the end-user at the appropriate rate per message, plus the appropriate additive operator service charges as specified in the appropriate certified operator services tariff.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.8 VACATION SERVICE**

**9.8.1 General**

- A. Vacation Service is provided to individual line customers whose requirements for telephone services are less than that which might normally be provided in any twelve (12) month period, and are not applicable to multi-line accounts.
- B. Upon request from a customer having any class of individual line exchange service, the service may be suspended for a period of not less than 30 days nor more than 180 days.
- C. 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.

**9.8.2 Rates and Charges**

Services will be billed at one-half (50%) of the current monthly billing rate for the access line and feature charges. Charges may be billed in total prior to the suspension of service or monthly at the option of the Company.



**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.9 DIRECT INWARD DIALING (DID) SERVICE**

**9.9.1 General**

- A. 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.
- B. The provision of DID service is subject to the availability of Company facilities and telephone numbers, as well as the utilization of properly equipped customer premises equipment.
- C. 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.
- D. The operational characteristics of interface signals between Company-provided connecting arrangements and customer-provided switching equipment must conform to Company specifications.
- E. The Company 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 Company render any customer-provided equipment or facilities obsolete, require modification of, or otherwise affect the use or performance of such equipment or facilities.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.9 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)**

**9.9.1 General (Cont'd)**

- F. The Company will provide directory listings in accordance with the regulations of Section 8 of this tariff. DID numbers furnished under these provisions are not entitled to free directory listings.
- G. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
- H. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements.
- I. DID telephone numbers are normally provided in blocks of 10 or 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 Company retains its rights to the telephone numbers used in DID Service as provided in Section 3 of this tariff.
- J. DID Service may not be shared or jointly used except as allowed by this tariff.
- K. DID Service may not be used by the subscriber to furnish alternative services to third parties.
- L. DID Service cannot be used for toll by-pass.
- M. DID Service cannot be used to expand the local calling scope beyond that available to a customer's premise.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.9 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)**

**9.9.2 Rates and Charges**

	<u>Monthly Rate</u>	<u>Installation Charge [1]</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
DID Trunk (Per Termination)	\$ 20.00	
Per Initial Block of 100 DID Numbers Assigned	\$ 150.00	
Per Additional Block of 100 DID Numbers	\$ 100.00	
Per Initial Block of 50 DID Numbers Assigned	\$ 100.00	
Per Additional Block of 50 DID Numbers	\$ 75.00	
Per Initial Block of 25 DID Numbers Assigned	\$ 62.50	
Per Additional Block of 25 DID Numbers	\$ 50.00	

[1] C.O. DID services have no nonrecurring charges associated with them other than the appropriate rates for local exchange service and any applicable service charges as provided in this tariff.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.10 DETACHED EXTENSIONS**

**9.10.1 General**

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 additional charges. The following rates are applicable for a maximum of one thousand (1,000) feet for residence service. For distances over one thousand feet, another residential line will be required.

Mileage is calculated for the route distance between buildings or premises for each two-point extension channel. Mileage is calculated in 100 ft. increments with fractions rounded to the next higher 100 ft. for each line.

**9.10.2 Rates and Charges\***

	<u>Monthly Rate</u>
Detached Extension Line:	
First 100 feet	\$ 1.00
Each additional 100 feet	\$ 1.00

\* Service Order Charges found in Section 6 also apply.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**9.11 811 DIALING SERVICE**

**9.11.1 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.

**9.11.2 Regulations**

In addition to the following rules and regulations, the Rules and Regulations in Section 5 of this Local Exchange Tariff shall also apply.

- A. 811 Service is offered subject to the availability of facilities and is not available for resale.
- B. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office.
- C. The Customer provided designated RTN must be a toll-free number to ensure that toll charges are not incurred by the end-user.
- D. 811 Service can be accessed only by end-users who subscribe to the Company's local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.

## MISCELLANEOUS SERVICE ARRANGEMENTS

### 9.11 811 DIALING SERVICE (Continued)

#### 9.11.2 Regulations (Continued)

- E. 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.
- F. 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.
- G. 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 Company does not undertake to perform nor shall it be responsible for such programming.
- H. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.
- I. The Company 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 Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Company reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Company personnel, facilities or services.
- J. 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 Company or any providers of telecommunications service.

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## MISCELLANEOUS SERVICE ARRANGEMENTS

### 9.11 811 DIALING SERVICE (Continued)

#### 9.11.3 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 Company Exchange placing an 811 call.

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

#### 9.11.4 Rates and Charges

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

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**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>10.1</b>	<b><u>CONNECTIONS ON CUSTOMER PREMISES.....2</u></b>
10.1.1	General
10.1.2	Responsibility of the Company
10.1.3	Liability of the Company
10.1.4	Responsibility of the Customer
10.1.5	Connection at Hazardous or Inaccessible Locations
10.1.6	Connections of Registered Equipment
10.1.7	Connections of Equipment Not Subject to Part 68 of the FCC Rules
<b>10.2</b>	<b><u>SERVICE CHARGES.....12</u></b>
10.2.1	Maintenance Service Charge
10.2.2	Failure of Acceptance Tests
10.2.3	Damages to Facilities

## CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 10.1 CONNECTION ON CUSTOMER PREMISES

#### 10.1.1 General

Terminal equipment, inside wiring and/or communications systems may be connected at the customer's premises to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

#### 10.1.2 Responsibility of the Company

- A. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, inside wiring or communications system. Telecommunications services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signalling where such signalling is performed by signalling equipment.
- B. At the customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.

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## CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

#### 10.1.2 Responsibility of the Company (Cont'd)

- C. The Company may make changes in its telecommunications service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any customer's terminal equipment incompatible with telecommunications service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the customer will be given adequate notice at least ten (10) days in advance, in writing, to allow the customer an opportunity to maintain uninterrupted service.
- D. The Company shall not be responsible to the customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

#### 10.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

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**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.4 Responsibility of the Customer**

- A. Upon request of the Company, the customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
  - 1. The safety of Company employees or the public cannot be endangered.
  - 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
  - 3. No interference with the proper functioning of Company equipment or facilities.
  - 4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.

**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.4 Responsibility of the Customer (Cont'd)**

- C. Upon suitable notification to the customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the customer. As soon as possible after such action is taken, the Company will inform the customer of the nature of the hazard and the type of remedial action taken. Failure of the customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company may result in suspension of the customer's service until such time as the customer complies with the provisions of this Tariff.
- E. The customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.



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**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.5 Connection at Hazardous or Inaccessible Locations**

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for telecommunications service through connecting equipment furnished by the Company.

**10.1.6 Connections of Registered Equipment**

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.6 Connections of Registered Equipment (Cont'd)**

- A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Cont'd)
2. The customer shall not connect registered equipment to a Company line if:
    - a. the total ringer equivalence of the equipment and of other equipment connected to the same line exceeds the allowable as determined by the Company; or
    - b. the ringer type is not a ringer type designated by the Company as suitable for that particular line.
  3. Unless the FCC grants a specific waiver or the exception described herein exists, all connections of registered equipment to Company-provided services shall be made through FCC registered standard jacks. However, in the case of registered communications systems, standard jacks may be wired in a nonstandard manner if wired in such a manner to prevent hazard, damage, malfunction or degradation of service.
  4. The requirement for the use of standard jacks as described in the preceding paragraph is waived for registered equipment which is located in hazardous or inaccessible locations.

## CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

#### 10.1.6 Connections of Registered Equipment (Cont'd)

##### B. Premises Wiring Associated With Registered Communications Systems

Premises wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the Company point of demarcation located at the customer's premises and not within an equipment housing.

1. Fully-protected premises wiring is premises wiring which is either:
  - a. No greater than twenty-five (25) feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used;
  - b. A cord which complies with Section a. preceding, and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure;
  - c. Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the FCC Rules; or

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**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.6 Connections of Registered Equipment (Cont'd)**

- B. Premises Wiring Associated With Registered Communications Systems (Cont'd)
  - 1. Fully-protected premises wiring is premises wiring which is either: (Cont'd)
    - d. Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
  - 2. Protected premises wiring requiring acceptance testing for imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
  - 3. Unprotected premises wiring is all other premises wiring.
    - a. Customers who intend to connect premises wiring other than fully-protected premises wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

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**CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

**10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)**

**10.1.6 Connections of Registered Equipment (Cont'd)**

- B. Premises Wiring Associated With Registered Communications Systems (Cont'd)
4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
    - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
    - b. A failure has occurred during acceptance testing for imbalance; or
    - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under part 68.
  5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.



## CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

#### 10.1.6 **Connections of Registered Equipment (Cont'd)**

##### C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

#### 10.1.7 **Connections of Equipment Not Subject to Part 68 of the FCC Rules**

Terminal equipment and communications systems not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the Tariff provisions in effect prior to October 17, 1977, requiring the use of a network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

## CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 10.2 SERVICE CHARGES

#### 10.2.1 Maintenance Service Charge

If a Company employee makes a repair visit to the customer's premises where it is determined that the service difficulty results from the terminal equipment, inside wiring or a communications system, the customer shall be responsible for payment of a Maintenance Service Charge as shown in Section 6 of this Tariff.

#### 10.2.2 Failure of Acceptance Tests

If the premises wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 78.215 of the FCC's code and/or if the wiring has caused harm to the network, the customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

#### 10.2.3 Damages to Facilities

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the customer to facilities or equipment of the Company, caused by the negligence or willful act of the customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

**PRIVATE LINE SERVICE**

**TABLE OF CONTENTS**

	<u>Page</u>
<b>11.1 <u>PRIVATE LINE TELEPHONE SERVICE</u>.....</b>	<b>2</b>
11.1.1 General	

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**PRIVATE LINE TELEPHONE SERVICE**

**11.1 PRIVATE LINE TELEPHONE SERVICE**

**11.1.1 General**

- A. Private line telephone service is the provision of required facilities, including channels and station equipment having no connection with a central office, which will enable a customer to communicate by Direct Current Pulses or data between specified locations. All facilities required for this service are furnished by the Company on a full period basis only.
- B. Private line telephone service will be provided on an individual case basis.

**DIGITAL BUSipLEX SERVICES**

**TABLE OF CONTENTS**

	<u><b>Page</b></u>
<b>12.1 DIGITAL BUSipLEX SERVICE - GENERAL.....</b>	<b>2</b>
<b>12.2 DIGITAL BUSipLEX SERVICE – SERVICE DESCRIPTIONS.....</b>	<b>3</b>
<b>12.3 DIGITAL BUSipLEX SERVICE – BASIC SERVICES.....</b>	<b>4</b>
<b>12.4 DIGITAL BUSipLEX SERVICE – FEATURE DESCRIPTIONS.....</b>	<b>6</b>
<b>12.5 DIGITAL BUSipLEX SERVICE – RATES AND CHARGES.....</b>	<b>10</b>

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**DIGITAL BUSIPLEX SERVICES**

**12.1 GENERAL**

**12.1.1 General**

Digital BusIPlex is a central office based service that provides electronic key telephone systems and Private Branch Exchange type of features to multi-line business customers.

**12.1.2 Term Period**

Digital BusIPlex is offered on a Term Period basis with twelve (12) months as the base measurement for the length of service. The Standard Rates apply as set forth in Section 12.5 of this Tariff.

**12.1.3 Service Availability**

Digital BusIPlex will be offered in Company wire centers where such equipment exists to provide these services. Where the facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditures.

**12.1.4 Directory Listings**

One directory listing is provided without charge for each Digital BusIPlex system. Additional directory listings for each Digital BusIPlex station user may be provided to the customer at rates and charges set forth in this tariff.

**12.1.5 Central Office Line to Station User Ratio**

Digital BusIPlex will be offered as a one-for-one (1:1) where each station user has a Central Office access line equivalent for two-way traffic. All outbound traffic will require single digit dial access prior to entering the called number.

**12.1.6 Tie Lines**

Digital BusIPlex has the capability for direct connections between other Digital BusIPlex groups within the same location or at distant locations. Digital BusIPlex tie lines are used to connect these different Digital BusIPlex groups for abbreviated dialing between station users similar to an intercom line.

**12.1.7 Company Local Exchange Tariff Applicability**

All applicable general Rules and Regulations found in the Company's Local Exchange Tariff will also apply to the provisions of Digital BusIPlex Service.

---

**DIGITAL BUSIPLEX SERVICES**

**12.1 GENERAL (Cont'd)**

**12.1.8 Digital BusIPlex Geographic Coverage**

Within the same Company wire centers, Digital BusIPlex lines and station user can be served within the same physical premises or at different premises served by the same Company Central Office.

**12.1.9 Service Limitations**

Digital BusIPlex is designed for commercial business applications and the service is not designed for residential telephone services.

**12.2 SERVICE DESCRIPTIONS**

**12.2.1 Quality of Service (QoS)**

With the one-to-one station user to Central Office access line ratio, each station user has the ability to place or receive access to the public switched network on a simultaneous basis.

**12.2.2 Station User Public Network Access**

Digital BusIPlex station users will be required to dial a network access digit to place outgoing calls outside the immediate Digital BusIPlex Service group. Access to the public switched network, tie-lines, special circuits, etc. will require dial access where station user-to-station user will only require three or four digit dialing.

**12.2.3 Digital BusIPlex Service Feature Interaction**

In some cases, the Digital BusIPlex Service has a feature hierarchy where some features are disabled in favor of more important features that are designed for call completion. In all cases of feature interaction, the Company reserves the right to adhere to the equipment manufacturer's specifications for these cases.

**12.2.4 Digital BusIPlex Station User Equipment**

Digital BusIPlex will be offered with known compatible station user equipment and ancillary devices that allow customers to re-use or redeploy existing station user equipment. The Company reserves the right to adhere to the Digital BusIPlex Service system's manufacturer's specifications versus the customer provided station user manufacturer's specifications.



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**DIGITAL BUSIPLEX SERVICES**

**12.2 SERVICE DESCRIPTIONS (Cont'd)**

**12.2.5 Service Availability**

Digital BusIPlex will be offered in Company wire centers where such equipment exists to provide these services. Where the facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditures.

**12.3 BASIC SERVICES**

**12.3.1 Business Group Dialing Plan and Intercom Dialing**

Digital BusIPlex Station Users within a Business Group use group-specific dialing plan, including short dialing codes and intercom codes. Each Station User can be assigned an intercom code used within the Business Group to identify that Station User Line.

Since the dialing plan is easier to manage if the Station User lines in the Business Group have consecutive directory numbers, the Business Group reserves a block of consecutive directory numbers, though some of these may not be used.

**12.3.2 Business Group Direct Outward Dialing and Assume "9" Level Access**

Digital BusIPlex Business Group access the standard dialing plan and external calling using an External Line Code also known as "9" level access. This is usually the default access used. Business Groups can also be configured to recognize external directory numbers without the External Line Code.

**12.3.3 Business Group Automatically Identified Outward Dialing**

Digital BusIPlex Business Group Station User lines are individually terminated into the centralized switching system, billing records for outgoing calls are generated for each line, rather than for the group as a whole.

**12.3.4 Intra/Extra Business Group Calling Line Identification and Distinctive Ringing Intra/Extra Business Group**

Calls made to or from a Business Group Station User line are identified as internal (connected to another Station User line within the same Business Group) or external. Distinctive ring cadences, call waiting tones, and Caller ID can be used to distinguish between internal and external calls.

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## DIGITAL BUSiPLEX SERVICES

### 12.3 BASIC SERVICES (Cont'd)

#### 12.3.5 **Critical Interdigit Timing**

Digital BusiPlex dialing plan configured for a Business Group may contain codes that intersect by prefix (for example, the codes 234 and 2345). Critical Interdigit Timing is applied only where required to distinguish these codes. In the above example, a four second wait is required after dialing 234, but when 2345 is dialed the call is set up immediately. The first dialing sequence four-second wait allow the fourth digit, a 5 to be dialed. Critical Interdigit Timing is applied automatically when there is a clash in the dialing plan. This is a standard function and not a configurable service.

#### 12.3.6 **Busines Group Direct Inward Dialing**

As each Station User line in a Business Group has a unique directory number, Station User lines may receive external call directly without intervention by the Receptionist-Attendant.

#### 12.3.7 **Single Digit and Short Code Dialing**

The dialing plan may define a number of abbreviated dialing codes, available for use by all Station User lines within the Business Group. The provide a service similar to Speed Calling but are configured across an entire Business Group.

A code can be mapped to another Station User line within the Business Group or to an external directory number. It is also possible to set up ranges of codes to map to ranges of codesto mape to ranges of directory numbers, for example to have a set of short codes for all DID lines in a remote office.

#### 12.3.8 **Special Intercept Announcements**

The announcements played to callers when they dial a number that is assigned to a Business Group bu is not in service, or to a Business Group callers who dial a code which is not a part of the dialing plan, can be customized to contain a special message. These announcements are configured at the switch level and cannot be different for different Business Groups on the same switch.

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## DIGITAL BUSIPLEX SERVICES

### 12.4 FEATURE DESCRIPTIONS

#### 12.4.1 **Abbreviated Dialing**

Digital BusIPlex Abbreviated Dialing is a station user feature that permits dialing between station users without dialing the entire 7 digit telephone number associated with the station user's number. The Abbreviated Dialing is typically a 3 or 4 digit number associated with the station user's number. Abbreviated Dialing only works within a Digital BusIPlex customer group.

#### 12.4.2 **Access Level Dialing**

Digital BusIPlex Abbreviated Dialing is a station user feature that permits dialing between Station Users without dialing the entire 7 digit telephone number associated with the station user's number. The Abbreviated Dialing is typically a 3 or 4 digit number associated with the station user's number. Abbreviated Dialing only works within a Digital BusIPlex customer group.

#### 12.4.3 **Business Group**

Digital BusIPlex designates a Business Group as a customer group. A Business Group can be in a single location or multiple locations within the same Company Central Office (serving wire center). Business Groups can be linked together with tie-lines within the same serving wire center or connected with tie-lines between different serving switching offices.

#### 12.4.4 **Call Pickup**

This Digital BusIPlex service allows a Station User in a Business Group to pick up an incoming call to any other Station User line within a pre-defined internal group by dialing an access code (or feature button).

Directed Pickup is similar to Call Pickup, but allows the Station User line to pick up an incoming call to another Station User line by dialing an access code followed by the called Station User's line number.

In both cases, the Station User can pickup an incoming call while the called Station User's telephone instrument

#### 12.4.5 **Compatibility of Station User Equipment**

Digital BusIPlex will be offered in Company wire centers where such equipment exists to provide these services. Where the facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditures.

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## DIGITAL BUSiPLEX SERVICES

### 12.4 FEATURE DESCRIPTIONS (Continued)

#### 12.4.6 **Multiple Appearance Directory Numbers (MADN)**

This service is used to define an external directory number that is used to direct calls to a group of Station User's lines within a Business Group, MultiLine Hunt Group Pilot Directory Numbers or other Multiple Appearance Directory Numbers. For example, it might be used to specify a main call center number that can be picked up by a set of Station User lines within a Business Group.

When an external caller dials the external MADN, all of the numbers associated with the MADN group start ringing. The call is connected to the first Station User who goes off hook to answer.

If the MADN is already ringing when an incoming call is received, the incoming call is queued until the previous call is answered or times out, subject to a limit on the total number of incoming calls. If all the Station User lines in the MADN group are busy, the incoming calls are queued until a line is free, again subject to the limit on the total number of incoming calls. If the total of incoming calls has been exceeded, the standard busy treatment is applied to the calls.

#### 12.4.7 **Multi-Line Hunt Groups (MLHGs)**

Digital BusIPlex will only offer this service to Business Groups.

This service allows Station User lines within the same Business Group to be grouped together to form a Multi-Line Hunt Group. Each Station User line forming the part of the Hunt Group is an MLHG Member. Calls to the Hunt Group are passed to a non-busy Station User line within the Hunt Group, or may be added to a queue if all Station User lines are busy.

You can optionally assign one or more MLHG Pilot Directory Numbers to the Hunt Group. These provide a contact number for the whole group that will always pick a free line, instead of being associated with a specific Station User line within the Hunt Group.

Intercom calls are never hunted. Station Users who want to temporarily remove themselves from the Multi-Line Hunt Group can use the Do No Disturb feature to do so. This prevents all calls to be routed to the Station User with Do No Disturb feature activated.

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**DIGITAL BUSIPLEX SERVICES**

**12.4 FEATURE DESCRIPTIONS (Continued)**

**12.4.8 Call Forwarding**

Digital BusIPlex offers Station Users the full variety of Call Forwarding features that include inside the Business Group and outside the Business Group.

Call Forwarding – All Calls will send all calls to the forwarded number when the Station User's line is called.

Call Forwarding – Busy Line will send all calls to a forwarded number only when the Station User's line is in an off-hook, busy condition.

Call Forwarding – Don't Answer will send all calls to a forwarded number only when the Station User's line rings without answer a predetermined number of times.

**12.4.9 Call Hold**

Digital BusIPlex will place Station User's line in a all party's muted condition when the Station Line Users terminal equipment places the call on hold to retrieve information or consult with another internal party.

**12.4.10 Transfer**

Digital BusIPlex Station Users will be able to transfer an internal or external to another internal Station Users within the Business Group or an external directory number outside the Business Group. A Receptionist-Attendant's assistance is not needed to transfer a call.

**12.4.11 Call Waiting**

Digital BusIPlex will provide Station Users with an audible tone that another call is in queue and awaiting answer. The Station User can determine the the answering priority of the call in progress or call waiting in queue.

Call Waiting Cancel allows the Station User to deactivate the Call Waiting feature prior to placing a call to stop the call waiting tone notification from being audible in the caller's ear during a call.

**12.4.12 Do Not Disturb**

Digital BusIPlex Station User can activate this feature and prevent incoming calls from ringing or alerting the party wishing not to be disturbed.

**DIGITAL BUSipLEX SERVICES**

**12.4 FEATURE DESCRIPTIONS (Continued)**

**12.4.13 Speed Calling**

Digital BusIPlex offers Station Users Speed Calling lists where up to sixteen (16) digits can be stored in 8 number or 30 number lists. To use Speed Calling, a one or two digit code is dialed after the Speed Calling code or button is activated.

**12.4.14 Call Conference**

Digital BusIPlex will permit Station Users to conference up to three parties, with the Station User's line considered one of the conference parties. The Call Conference feature can be used with Station Users lines within the Business Group or external directory numbers.

**DIGITAL BUSiPLEX SERVICES**

**12.5 RATES & CHARGES**

**12.5.1 Monthly Recurring Charges**

<u>Monthly Rates</u>			
<u>Number of Station Users</u>	<u>BusIPlex Station Rates <sup>[1]</sup></u>	<u>BusIPlex Feature Package Rates <sup>[2]</sup></u>	<u>BusIPlex Feature CPE Set</u>
3 to 5	\$22.00	\$8.00	\$5.00
6 to 14	\$20.50	\$6.50	\$4.50
15 to 29	\$19.00	\$5.00	\$4.00
30+	\$17.50	\$3.50	\$3.50

**12.5.2 Non-Recurring (Installation) Charges <sup>[3]</sup>**

Per Station User Line (with existing qualified wiring)	\$ 15.00
Per Station User Line (without qualified wiring)	\$ 40.00
Per Station User (Feature Package Design)	\$ 8.00

**12.5.3. Term Discount Plans:**

Discount listed is provided on monthly recurring charges reflected in 12.5.1 above.

<u>Term:</u>	<u>Discount:</u>
Twelve (12) Months	No Discount
Twenty-four (24) Months	15% Discount
Thirty-six (36) Months	25% Discount

[1] These are the base rates per Station User line including the central answering point also known as the Receptionist-Attendant position.

[2] The Feature Package is an Individual Case Basis (ICB) based on each Station User's requirements.

[3] Non-Recurring Charges can be spread over a Three Month or Six Month Term at the request of the Customer.