

TITLE SHEET

VTX COMMUNICATIONS, LLC

Telecommunications Tariff

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for telecommunications services furnished by VTX Communications, LLC, with principal offices at 881 East Hildalgo Avenue, Raymondville, TX 78580. This tariff applies for services furnished within the State of Texas. This tariff is on file with the Public Utility Commission of Texas, and copies may be inspected during normal business hours at the Company's principal place of business.

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LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

I. EXPLANATION OF SYMBOLS

The following symbols identify changes on revised page(s):

- (C) To signify a changed regulation
- (D) To signify a discontinued rate or regulation
- (E) To signify a correction of an error made during a revision
- (I) To signify an increase in a rate
- (M) To signify matter relocated without change
- (N) To signify a new rate or regulation
- (R) To signify a reduction in a rate
- (T) To signify a change in text but no change in rate

II. DESCRIPTION OF OPERATIONS

VTX COMMUNICATIONS, LLC (VTXC) is a competitive local exchange carrier providing telecommunications service on a facilities-based and resale basis. VTXC was granted SPCOA No. 60820 by the Texas PUC on November 18, 2008 in Control Number 36204 to provide telecommunications services in the entire state of Texas, excluding the exchanges served by Valley Telephone Cooperative, Inc. VTX Telecom, holding the SPCOA 60482, merged with and into VTX Communications. The Commission granted relinquishment of SPCOA 64802 and granted that VTX Communications will continue providing service under SPCOA No. 60482 on March 27, 2018 in Docket No. 47997. The Company maintains its primary office of operations at 881 East Hidalgo Avenue, Raymondville, Texas.

Company representatives may be contacted at 1-800-446-2031.

The Company provides one-party local exchange service, data service and broadband service throughout its certificated service area. The Company provides service at state-wide rates unless otherwise noted. The Company concurs in the exchange maps and in the local calling scopes utilized by the incumbent local exchange carrier.

All rules, regulations and rates of the Company apply to the competitive telecommunications services offered throughout its service area as approved by the Public Utility Commission of Texas.

LOCAL EXCHANGE SERVICE

III. APPLICATION OF RATES

The rates and charges listed in this Section apply to the Local Exchange Services of VTX Communications LLC, herein referred to as the Company, as specified in this tariff.

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. Rates and charges for ancillary services and facilities not specified in this Section are presented in other sections of this tariff.

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 Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Unless otherwise specified, the rates and charges quoted in this Section are for a minimum contract period of one (1) month. These rates and charges are payable in advance and provide unlimited flat rate calling within the exchange area.

Local access trunks may be required for local access connections terminating in, or for use with some types of customer-provided equipment.

LOCAL EXCHANGE SERVICE

IV. LOCAL EXCHANGE SERVICE RATES AND CHARGES

	<u>Monthly Rate</u> ^{(1) (2)}	
Local Exchange Telephone Service Rate, per line	\$25.00	(T)

The following exchanges are included in VTXC's Telecommunications Tariff:

Exchange

Agua Dulce
Charlotte
Dilley
Falfurrias
George West
Jourdanton
Lyford
Orange
Grove
Premont
Raymondville
Santa Rosa
Three Rivers

(T)

- (1) Includes Tone Dialing and Custom Calling Features.
- (2) The monthly Access Line Rate does not include other fees, surcharges and taxes that are applicable to all customers

LOCAL EXCHANGE SERVICE

V. LOCAL EXCHANGE ENHANCED ACCESS SERVICE (LEEA)–GRANDFATHERED⁽¹⁾

A. 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.

1. Access Component - LEEA is offered with one of four different Access Components for network access connectivity:
 - a. Basic LEEA - provides a limited capacity connection sufficient for the provision of voice and data services with data services not to exceed 10 mbps.
 - b. Standard LEEA - provides a higher capacity connection sufficient for the provision of voice and data services with data services not to exceed 100 mbps.
 - c. Advanced LEEA – provides the highest capacity connection sufficient for the provision of voice and data services with data services not to exceed 100 mbps.
 - d. Premium LEEA – provides the highest capacity connection sufficient for the provision of voice and data services with data services 1 Gbps or higher.
2. Voice Telephone Service Application - LEEA is offered with one of the following Voice Telephone Service Applications:

(C)
(C)
(D)
—
(D)

(1) Grandfathered rates for LEEA Services are limited to lines in service at existing locations as of December 31, 2018.

LOCAL EXCHANGE SERVICE

V. LOCAL EXCHANGE ENHANCED ACCESS SERVICE (LEEA)

A. General (Continued)

2. Voice Telephone Service Application - LEEA is offered with one of the following Voice Telephone Service Applications: (Continued) (C)
(C)
- a. Full Service – this service, available with the Basic LEEA, Standard LEEA or Premium 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 customer’s option, one directory listing or non-published listing. This service also includes the Basic Feature Package and the Enhanced Feature Package found in Section 4.XIV.A.3.c.
- b. Premium Service - this service, available with the Standard LEEA, Advanced LEEA, or Premium 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 customer’s option, one directory listing or non-published listing. This service also includes the Basic Feature Package found in Section 4.XIV.A.3.c and the Enhanced Feature Package found in Section 4.XIV.A.3.d.

B. Rates for LEEA Services ⁽¹⁾

1.	LEEA Access Components	Residential	Business
a.	Basic	\$20.00	\$20.00
b.	Standard	\$30.00	\$35.00
c.	Advanced	\$90.00	\$90.00
d.	Premium	\$150.00	\$150.00
2.	LEEA Telephone Service Applications	Residential	Business
e.	Full Service-initial	\$5.00	\$10.00
f.	Full Service-each additional	\$20.00	\$20.00
g.	Premium Service-initial	\$10.00	\$15.00
h.	Premium Service-each additional	\$25.00	\$25.00

(D)

(1) Grandfathered rates for LEEA Services are limited to lines in service at existing locations as of December 31, 2018.

LOCAL EXCHANGE SERVICE

VI. BUNDLED LOCAL EXCHANGE PACKAGES

A. 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.

B. Broadband Access with LEEA Service-**GRANDFATHERED**⁽²⁾

(C)

1. General

- a. Traditional Broadband Access package includes the Basic LEEA access component, the Full Service Telephone Service Application and a Basic Internet Access Component.
- b. Standard Broadband Access package includes the Standard LEEA access component, the Full Service Telephone Service Application⁽¹⁾ and a Standard Internet Access Component.
- c. Advanced Broadband Access package includes the Advanced LEEA access component, the Full Service Telephone Service Application⁽¹⁾ and an Advanced Internet Access Component.

(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 1.VII.B.2.

(2) Grandfathered rates for Broadband Access with LEEA Service are limited to lines in service at existing locations as of December 31, 2018.

(N)

LOCAL EXCHANGE SERVICE

VI. BUNDLED LOCAL EXCHANGE PACKAGES (Continued)

B. Broadband Access with LEEA Service (Continued)

2.	Monthly Recurring Charges (MRC) ⁽²⁾			(C)
		Residential	Business	
a.	Traditional	\$33.00	\$38.00	
b.	Standard	\$50.00	\$60.00	
c.	Advanced	\$65.00	\$190.00	

(2) Grandfathered rates for Broadband Access with LEEA Service are limited to lines in service at existing locations as of December 31, 2018.

(N)

LOCAL EXCHANGE SERVICE

VI. BUNDLED LOCAL EXCHANGE PACKAGES (Continued)

C. General

Service Bundles are available to residential and business telephone subscribers new to the Company effective December 1, 2019, and where facilities are available.

D. Telephone Service offered with Service Bundles:

- a. Unlimited Plus – Includes one voice telephone service with EAS or ELCS, Touch Tone dialing service, access to E-911 service, 811 service, 211 service, 0+ long distance dialing, one directory listing or non-published listing (*optional*), the Basic and Enhanced Call Features found in Sections 4.XIV.A.3.c and 4.XIV.A.3.d., respectively, local, Intralata and unlimited long distance calling.
- b. Broadband Basic - Includes one voice telephone service that provides the customer with outbound calling capability, Touch Tone dialing service, access to E-911 service, 811 service, 211 service, and allows the customer to receive calls, and dial 0- operator-assisted calls and a communication path for any optional security services or other services where a dial tone connection is needed, and a choice of Broadband speeds between 25 mbps and 300 mbps. (C)
- c. Broadband Plus - Includes one voice telephone service with EAS or ELCS, Touch Tone dialing service, access to E-911 service, 811 service, 211 service, 0+ long distance dialing, one directory listing or non-published listing (*optional*), the Basic and Enhanced Call Features found in Sections 4.XIV.A.3.c and 4.XIV.A.3.d., respectively, local, Intralata and unlimited long distance calling, and a choice of Broadband speeds between 25 mbps and 940 mbps.

LOCAL EXCHANGE SERVICE

VI. BUNDLED LOCAL EXCHANGE PACKAGES (Continued)

E. Rates for Service Bundles

	Monthly Price	
1. Unlimited Plus		
a. Telephone & Unlimited Long Distance	\$39.99	
2. Broadband Basic		
a. Telephone	\$25.00	(T)
b. Broadband 25/10 mbps	\$49.99	
3. Broadband Basic		
a. Telephone	\$25.00	(T)
b. Broadband 100/50 mbps	\$69.99	
4. Broadband Basic		
a. Telephone	\$25.00	(T)
b. Broadband 300/75 mbps	\$149.99	
5. Broadband Plus		
a. Telephone & Unlimited Long Distance	\$39.99	
b. Broadband 25/10 mbps	\$49.99	
6. Broadband Plus		
a. Telephone & Unlimited Long Distance	\$39.99	
b. Broadband 100/50 mbps	\$69.99	
7. Broadband Plus		
a. Telephone & Unlimited Long Distance	\$39.99	
b. Broadband 300/75 mbps	\$149.99	
8. Broadband Plus		
a. Telephone & Unlimited Long Distance	\$39.99	
b. Broadband 940/100 mbps	\$279.99 ⁽¹⁾	

(1) Broadband 940/100 mbps not available for Business subscribers

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE

A. State Lifeline Program

1. General

- a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic, services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
- d. State Lifeline rate reductions do not apply to service connection charges.
- e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
- f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

A. State Lifeline Program (Continued)

1. General (Continued)

h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC §26.412(e).

3. State Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

b. Obligations of the Customer

i. A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

A. State Lifeline Program (Continued)

3. State Eligibility Requirement

- c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.
- d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and given an opportunity to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

4. Deposit and Credit Requirements

- a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
 - i. The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.
 - ii. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.
- c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

A. State Lifeline Program (Continued)

5. Service Connection and Charges,

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.
- b. Service connection charges do apply when:
 - i. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
 - ii. New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.
 - iii. Any subsequent moves or changes after the initial connection to State Lifeline.
- c. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

6. State Lifeline Program Rate Reduction

- a. The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

A. State Lifeline Program (Continued)

6. State Lifeline Program Rate Reduction (Continued)

b. Amounts

The Company shall apply State Lifeline rate reductions, per eligible customer, as described below.

- i. State Reduction. The Company shall give qualifying low-income consumers a state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges due pursuant to 16 TAC § 26.412(0(1)(C), in addition to the Area Discount described below.
- ii. Additional Lifeline Area discount. The Company shall grant qualifying low-income consumers in the service areas of Verizon Southwest a monthly discount composed of up to 25% of any actual rate increase amount pursuant to the Texas High Cost Universal Service Plan Area Discount in 16 TAC § 26.412(0(1)(D).
- iii. Combined Lifeline discounts. The Company shall apply the above discounts, however, the combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program

1. General

- a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction; up to \$100.00 on applicable service connection charges, as provided in Subsection VI of this tariff.
- d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
- e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

1. General (Continued)

- f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- g. The federal Lifeline Program rate reductions will only be issued on a going forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.
- h. Partial payments made by Lifeline customers will be applied first toward charges for local service.

2. Designated Federal Lifeline Program Services

- a. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).
- b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.
- c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.
- d. All designated federal Lifeline Program services are subject to minimum service standards and exceptions delineated in 47 Code of Federal Regulations §54.408.

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LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations §54.409.

b. Obligations of the Customer

i. A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying program or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and given an opportunity to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

b. The Company may charge a service deposit if:

i. The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.

ii. The Company receives a waiver from having to provide toll blocking due to technical limitations.

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

5. Service Connection and Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program
- b. Service connection charges may apply when:
 - i. Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.
 - ii. New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.
 - iii. Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.
- c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges.
- d. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

6. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

6. Federal Lifeline Program Rate Reduction (Continued)

- a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
- b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:
 - i. advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and
 - ii. allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.
 - iii. If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.
- c. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

LOCAL EXCHANGE SERVICE

VII. LIFELINE SERVICE (Continued)

B. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reduction, per eligible customer, as described below.

The qualifying low-income customer can only receive one federal discount on one service option outlined below. The discount shall only be given if the customer and service meet qualifying criteria as specified above.

a. The Company shall grant federal support to qualifying low-income consumers of eligible broadband service up to \$9.25 per month, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

b. The Company shall grant federal support to qualifying low-income consumers of eligible voice-only service as follows, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

- up to \$7.25 per month from December 1, 2019 to November 30, 2020;

- up to \$5.25 per month from December 1, 2020 to November 30, 2021;

- no support per month beginning December 1, 2021 except in allowable circumstances defined by the FCC.

c. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.

d. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands.

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LOCAL EXCHANGE SERVICE

VIII. TRIBAL LINK UP PROGRAM

A. Program Description

1. Tribal Link Up is a federally certified telephone assistance program designed to make basic telecommunications service accessible to low income consumers who reside on tribal lands and who are currently not on the public switched network.
2. Under the Tribal Link Up 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 Tribal Link Up program discounts.
3. Assistance provided:
 - a. Eligible Tribal Link Up applicants will receive a reduction of 100% of the customary charges for connection of telephone service, up to a maximum of \$100.
 - b. Customers may elect to defer payment of the charges assessed for commencing service over a period not to exceed one year. Interest charges will not apply to the deferred payments.
4. A customer otherwise eligible to receive the Tribal Link Up shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.
5. The Company will provide Tribal Link Up assistance to all qualifying low-income consumers identified by the Low-Income Discount Administrator (LIDA) within its service area pursuant to the provisions of this tariff.

SERVICE CHARGES

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	E. Future Activation/Change Charge	7	
	F. Monthly General Administrative Fee	7	N
	G. Non-Recurring General Administrative Fee	7	

SERVICE CHARGES

I. DEFINITIONS

A. 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.

B. Service Charge Elements

1. 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.

2. 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.

3. 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.

4. 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

II. APPLICATION OF CHARGES

A. General

1. 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.
2. 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.
3. 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.
4. 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.
5. 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

II. APPLICATION OF CHARGES (Continued)

A. General (Continued)

6. Service Charges are not applicable for:
 - a. Moves or changes required for normal maintenance and repair of the Company's service.
 - b. 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.
 - c. An upgrade or regrade of service for Company reasons.
 - d. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 - e. Telephone number changes for Company reasons.
 - f. 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.
 - g. Except as provided within this tariff, when existing customers disconnect their Local Exchange Access Service.
 - h. 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.

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Specific Application of Service Charges

1. Service Order Charges

- a. Primary Service Order Charges are applicable per service order for:
 - i. requests to establish an account for initial connection of service.
 - ii. connection of additional local exchange access lines, private lines or detached access lines to an established service.
- b. Secondary Service Order Charges are applicable per service order for:
 - i. moving or changing existing service and equipment.
 - ii. adding new or additional service and equipment other than central office lines.
 - iii. changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
 - iv. restoration of service disconnected for non-payment of telephone bills.
 - v. subsequent requests for service, for restoration of service at the customer's request, and for requests for change in class or grade of service.
 - vi. service ordered while that customer has a pending service order and which requests services that cannot be included on the pending service order.
 - vii. 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.
 - viii. changes to a directory listing if a customer requests this change more than once in a calendar year.

SERVICE CHARGES

II. APPLICATION OF CHARGES (Continued)

B. Specific Application of Service Charges (Continued)

1. Line Connection Charge

- a. A Line Connection Charge is applicable 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.
- b. A Line Connection Charge is applicable when two or more segments 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.

2. Customer Premises Visit Charge

- 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.
- b. 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.
- c. 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.
- d. 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

II. APPLICATION OF CHARGES (Continued)

B. Specific Application of Service Charges (Continued)

3. Returned Check Charge

- a. 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.
- b. 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.

4. Restoration of Service Charge

- a. When service is temporarily suspended for nonpayment 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.

5. General Administrative Fee

- a. A Monthly Recurring General Administrative Fee will be applied to customer accounts who opt out of Paperless Billing.

6. Non-Recurring General Administration Fee

- a. A Non-Recurring fee for General Administration purposes of any non-standard administrative task that requires manual intervention. (E.g., requesting extra copies of a printed bill).

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SERVICE CHARGES

I. SCHEDULE OF SERVICE CHARGES

	Residential	Business	
A. Service Order Charges:			
1. Primary Service Order Charge	\$20.00	\$20.00	
2. Secondary Service Charge Order	\$5.00	\$5.00	
B. Line Connection Charge	\$15.00	\$15.00	
C. Premise Visit Charge ⁽¹⁾	\$75.00	\$75.00	
Premise Visit Charge – New Installations	\$39.00	\$39.00	N
D. Returned Check Charge	\$25.00	\$25.00	
E. Restoration of Service Charge ⁽²⁾	\$35.00	\$35.00	C
F. Future Activation/Change Charge ⁽³⁾	\$5.00	\$5.00	C
G. Monthly General Administrative Fee ⁽⁴⁾	\$4.00	\$4.00	C
H. Non-Recurring General Administrative Fee ⁽⁵⁾	\$5.00	\$5.00	C

Note: (1) Visit Charge of \$75 is for any trip to a customer premises other than for a new installation. N

(2) Restoration of Service is the combination of a Primary Service Order Charge plus a Line Connect 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. C

(3) Activation / Change Charge is in conjunction with a Secondary Service Order Change.

(4) Recurring \$4.00 fee for General Administrative Fee (applied to customer accounts who opt out of Paperless Billing)

(5) Non-Recurring \$5.00 fee for General Administration purposes of any non-standard administrative task that requires manual intervention. (e.g., requesting extra copies of a printed bill). C

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

I. SPECIAL CHARGES

A. Application

Special charges may be applied in addition to the initial service connection charges and monthly rates. Special charges apply primarily when the Company incurs unusual investment or expense to provide service. Special charges will apply when:

1. Conditions require or the customer requests the provision of special equipment or unusual or non-standard methods of plant construction, installation, or maintenance, or a relocation of the Company facilities.
2. The proposed service is of a temporary nature and the facilities to be placed would not be useful to the Company in the general conduct of its business, after the temporary service was discontinued.
3. The Company shall retain title to all plant constructed, as specified within this tariff, provided wholly or partially at a customer's expense.

B. Provisions of Private Right-Of-Way

The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain and maintain suitable rights-of-way. When conditions require, applicants shall provide, without expense to the Company, private right-of-way as needed. Any and all private right-of-way or permit requirements, and any and all associated costs, will be the responsibility of the applicant, and must be furnished before a plant extension project begins.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

II. LINE EXTENSIONS

A. Conditions for Line Extensions Charges

Construction Charges for line extensions may apply to applicants with abnormally long extension requirements to prevent unreasonable burdening of the general body of existing customers.

B. Rules for Line Extension Charges

1. All costs will be computed on a current basis, and material cost will be computed on the basis of the extension of the minimum sized cable used by the Company to the applicant.
2. The Company will determine the type of cable plant extension required on the basis of current and projected conditions and estimate the cost accordingly.
3. The construction charge for line extensions is apportioned equally among all applicants of a group.
4. Applicants may be required to make advance payments to cover all or a portion of the excess construction charges for exchange service or special service arrangements when in the opinion of the Company there is evidence of credit risk. A cash deposit may also be required as specified in Section 5, Rules and Regulations Applying to All Customers' Contracts, Part III., E. on Deposits.
5. Payments for construction are not refundable and no credit will be allowed for future installations on line extensions constructed under the above regulations.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION

A. Construction on Private Property

1. The Company will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.
2. If additional entrance or distribution facilities are required, conditions require special equipment, maintenance or methods of construction, the installation is for a temporary purpose, or for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay the costs over and above those applicable for a normal installation.
3. The customer will provide the Company upon request and without charge written permission for the placing of Company's facilities on private property.
4. The customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.

B. Temporary Service

Where plant construction is required to provide any service or facility, temporary in character, or where it is necessary to place temporary construction in advance in permanent construction in order to meet the customer's requirements, the Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

III. SPECIAL CONSTRUCTION (Continued)

C. Service Provided to Movable Premises

1. When telephone service is provided to movable premises by means of aerial plant, the customer shall provide a clearance pole if the Company considers it necessary. The clearance pole must comply with the Company's specifications. The customer shall place, own and maintain the pole. However, if the customer elects and the Company agrees, the Company will place, own and maintain the pole and bill the customer the cost of placing the pole.
2. Where plant construction is required to provide any service or facility to a movable premises, and it is necessary to place temporary construction in advance of permanent construction in order to meet the customer's requirements, the Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS

A. General

1. If a customer's requirements cannot be met by service arrangements, the Company will provide, where practical, special service arrangements at charges equivalent to the estimated cost of furnishing such facilities. These special service arrangements will be provided if the provision of such arrangements is not detrimental to any of the services furnished under the Company's Tariffs.
2. If any type of qualifying special assembly device is subscribed to by more than three (3) customers, the Company may file the offering as a general service offering in the appropriate tariff section.

B. Rates and Charges

1. Rates for special service arrangements are equivalent to the estimated costs of furnishing the special service arrangement.
2. Estimated cost, which consists of an estimate of the total cost to the Company in providing the special service arrangement, may include the following:
 - a. Cost of maintenance
 - b. Cost of operation
 - c. Depreciation on the estimated cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - d. General administration expenses, including taxes on the basis of average charges for these items.
 - e. Any other item of expense associated with the particular special service arrangements.
 - f. An amount computed on the estimated installed cost of the facilities used to provide the special service arrangement, for return on investment.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

IV. SPECIAL SERVICE ARRANGEMENTS (Continued)

B. Rates and Charges (Continued)

3. The estimated cost installed mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and other items which are chargeable to the capital accounts.
4. Special service arrangement rates are subject to review and revision conditioned upon changing costs.
5. If and when a special service arrangement becomes a tariff offering, the tariff rate or rates will apply from the date the tariff is approved.
6. The following rate treatment may be used in connection with charges for special service arrangements: Installation charge only.

V. OTHER REGULATIONS

Line extensions and special service arrangements are further subject to the regulations specified in the Tariffs of the Company, as they now exist, and any revisions, additions or supplements thereto by superseding issues are hereby made a part of this Tariff.

MISCELLANEOUS SERVICES

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MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS

A. Provision of Directory Listings

1. 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.
2. Listings are regularly provided in connection with all classes of exchange service unless the customer subscribes to Non-Published Number Service.
3. 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.
4. A listing must conform to the Company's specifications with respect to its directories.
5. 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.
6. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

B. Primary Directory Listings

1. 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.

2. 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.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

B. Primary Directory Listings (Continued)

3. Residence Listings

- a. 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.
- b. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

C. Additional Directory Listings

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.

D. 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.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

E. Liability for Directory Listing Service

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.

F. Ported Number Directory Listings

Customers who have chosen to change their service to VTX Communications and port their telephone number from their former provider will incur directory listing fees that the former provider passes through to VTX Communications.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

G. Rates and Charges for Business or Residence	<u>Monthly Rate</u>
Primary Service Listing	No charge
Additional Name Listings in alphabetical section only	\$0.50
Foreign Directory Listing ⁽¹⁾	\$1.00
Non-listed Telephone Number ⁽²⁾	\$1.00
H. Service Charges	
1. See Section 2 of this Tariff or 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).	

Footnotes:

- (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.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS (Continued)

G. Provision and Ownership of Directories

1. 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.
2. 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 4.I.E of this Tariff
3. 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 SERVICES

II. LOCAL DIRECTORY ASSISTANCE SERVICE

A. General

1. 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.
2. 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.
3. 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.

B. Rates and Charges

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

MISCELLANEOUS SERVICES

III. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

A. General

1. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having 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.
2. The type of DACC available is as follows:
 - a. 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.
3. 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 4.II.A.2 above.

B. Rates and Charges

1. 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.
2. Directory Assistance Call Completion rates apply on a per call basis.

Fully-Automated DACC	\$0.25
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MISCELLANEOUS SERVICES

IV. NATIONAL DIRECTORY ASSISTANCE SERVICE

A. 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 Service charges as described in Section II., preceding.

B. 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.

1. 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 non-published or non-listed.
2. There are no billing exemptions or allowances for National DA service requests.
3. National Directory Assistance will not be available from Hotel/Motel and Pay Telephones.
4. 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.

C. Rates and Charges

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

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

MISCELLANEOUS SERVICES

V. TOLL RESTRICTION SERVICE

A. General

1. 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.
2. This arrangement denies all outgoing calls starting with the digit "1" or "0".
3. All local calls will be permitted from the customer's line.
4. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
5. This service will not block all toll calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
7. The customer accepts full responsibility for denial of access to the toll network.
8. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
9. 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".
10. This service is available only where facilities permit.

MISCELLANEOUS SERVICES

V. TOLL RESTRICTION SERVICE (Continued)

B. Rates and Charges

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

	<u>Monthly Rate</u>
Per access line:	
Toll Restriction ⁽¹⁾	\$ 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.

2. Service Charges

- (a) 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.
- (b) If Toll Restriction Service is added or changed after the initial service is installed, an installation charge of \$5.00 applies.

MISCELLANEOUS SERVICES

VI. DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.
2. The provision of DID Service is subject to the availability of Company facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between Company-provided connecting arrangements and customer-provided switching equipment must conform to Company specifications.
5. 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 facilities obsolete, require modification thereof or otherwise affect the use of performance of such facilities.
6. The Company will provide directory listings in accordance with the regulations included in this Tariff. Direct inward dialing numbers furnished under these provisions are not entitled to free directory listings.
7. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements.
9. Direct Inward Dialing telephone numbers are normally provided in blocks of 100 consecutive numbers. However, the blocks may be provided on a non-consecutive basis if this is within the normal limitations of the serving office. The Company retains the rights to the telephone numbers used in DID Service.
10. DID Service is available to end-users only.

MISCELLANEOUS SERVICES

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

B. Rates and Charges

	<u>Monthly Rate⁽¹⁾</u>
<u>Direct Inward Dialing Service to Customer-Premises Switching Systems:</u>	
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
Per Initial Block of 10 DID Numbers Assigned	\$6.25

- (1) 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 SERVICES

VII. 811 DIALING SERVICE

A. General

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (referred to in this section as the "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 the 811 Customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

B. Application

In addition to the following rules and regulations, the Rules and Regulations in Section 5 of the Company's Telecommunications Tariff shall also apply.

1. 811 Service is offered subject to the availability of facilities and is not available for resale.
2. There can be only one 811 Customer for each NPA-NXX serving area. The Company will route calls based on the serving central office.
3. The 811 Customer must provide a toll-free number to the Company to ensure that toll charges are not incurred by the end-user.
4. 811 Service can be accessed only by end-users who subscribe to the 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.
5. 811 Service will not complete calls dialed using 1+, 0+, 0-operator assisted, 101XXXX, or inmate calls. 811 calls are not permitted where local calling is restricted.

MISCELLANEOUS SERVICES

VII. 811 DIALING SERVICE (Continued)

B. Application (Continued)

6. The 811 Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the Customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.
7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.
8. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.
9. The 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 811 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.
10. 811 Service is provided solely for the benefit of the Customer. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity, including end users of the Company or any providers of telecommunications service.

C. Rates and Charges

The Company reserves the right to revise this tariff at a later date if charges are deemed appropriate, or if future network rearrangements made by the Company or by the 811 Customer's request should require the Company to incur additional costs.

MISCELLANEOUS SERVICES

VIII. INTRA-EXCHANGE PRIVATE LINE SERVICE AND CHANNELS

A. General Rules and Regulations

1. The Company provides facilities where available for Intra-exchange Private Line Service for the purpose of telecommunications, signaling, telemetry and electrical control solely for the use of customers within its exchange service area.
2. Channels for services not specifically named elsewhere in this tariff, and for purposes other than telecommunications, will be furnished where facilities are available and where, in the Company's judgment, the use to be made of such channels is not contrary to Company regulations or detrimental to other services.
3. The Company does not usually furnish channels with a better than normal grade of transmission. Higher-grade channels will be provided on a cost basis only when physically and economically practicable on the part of the Company.
4. Private line service may not be connected to the telecommunications network for local exchange service or long distance message service.
5. Services provided under this tariff are intended to be used by intra-exchange private line customers in obtaining end-to-end private line services. Inter-exchange carriers may use services found in this tariff which will meet their administrative needs. An inter-exchange carrier cannot obtain services from this tariff to furnish a segment of their authorized service offerings.
6. The purpose for which the intra-exchange private line service is to be used must be made known to the Company at the time of application for service. The customer will notify the Company in writing prior to a planned change in use.

MISCELLANEOUS SERVICES

VIII. INTRA-EXCHANGE PRIVATE LINE SERVICE AND CHANNELS

B. Rates for Intra-exchange Private Line Service and Channels

Rates will be provided to customers on individual case basis (ICB) as described in Section 6, V. for the standard types of channels listed below:

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Local Channel Termination, Per point of termination	ICB	ICB
Local Channel Mileage ⁽¹⁾ Per mile	ICB	ICB
Each additional mile, or fraction thereof	ICB	ICB

IX. ISDN-PRIMARY RATE INTERFACE (PRI)

ISDN-PRI service will be furnished on an individual case basis, where technically feasible. Rates, terms and conditions apply on a customer-specific basis.

X. ROTARY HUNTING LINE SERVICE

A. Hunting Line Service is a central office service arrangement which enables a subscriber having two or more lines to have an incoming call to a busy line automatically transferred to a line that is not busy. Rates, terms and conditions apply on a customer-specific basis.

B. Rate for Rotary Hunting Line Service

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

(1) Route mileage is applicable. Mileage is computed separately for each circuit measurement. Fractions are rounded to the next highest increment.

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS)

A. General

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

B. Provision of Service

1. The customer subscribing to PLTS shall have mandatory toll blocking and usage sensitive blocking, if necessary, placed on the customer's telephone line.
2. The customer subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's telephone number by the 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 XIII.A.3., preceding.

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

C. Rates for PLTS Customers

1. The recurring monthly rates for customers subscribing to PLTS include the applicable residential tariffed rate for services described in subsection XIII.A.3. 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.

<u>Service Description</u>	<u>Monthly Charge</u>
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

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

D. Payments Under PLTS

1. The PLTS subscriber is required to make an initial payment for service. This payment cannot exceed charges for two months of service under the PLTS plan described in this tariff, and any applicable non-recurring service connection or restoral charges.
2. Subsequent monthly recurring payments by the PLTS subscriber shall not exceed the rates for one month of service under PLTS.
3. The due date for subsequent monthly payments for PLTS shall be based upon the Company's regular monthly billing cycle.
4. A PLTS customer may also be required to make payments under the deferred payment plan as described in subsection XIII.E. of this tariff.

E. 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.
- 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.

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

E. Deferred Payment Plan for PLTS (Continued)

- 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.

F. PLTS Subscriber Deposits

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

G. Disconnection of PLTS Service

1. Disconnection With Notice

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

- a. Failure to comply with the terms of a PLTS deferred payment plan;
- b. Upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- c. Violation of the 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.

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

H. 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;
 - 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.

I. Return of PLTS Subscriber to Basic Local Service

1. The PLTS subscriber may return to the Company's basic local service providing that the customer has:
 - a. 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
 - b. paid all bills for PLTS.

MISCELLANEOUS SERVICES

XI. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)

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

2. The Company shall notify the PLTS subscriber upon satisfaction of the obligations above that:
 - a. the customer is eligible to return to basic local service without PLTS restrictions;
 - b. the customer may request basic local service including toll blocking and or usage-sensitive blocking, if applicable, at the Company's tariffed rate and that such services may be removed at any time upon the customer's request; and
 - c. the customer must contact the Company to arrange to be returned to basic local service.

3. In addition to the requirements stated in this subsection, in order to return to basic local service, the PLTS customer must:
 - a. Request subscription from the Company for basic local service; and
 - b. Pay the service restoral fee or service connection charges as described in Section 2. of this tariff, if applicable and assessed by the Company.

MISCELLANEOUS SERVICES

XII. CUSTOM CALLING FEATURES

A. General

1. 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.
2. Description of Features

a. 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.

b. 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.

MISCELLANEOUS SERVICES

XII. CUSTOM CALLING FEATURES (Continued)

A. General (Continued)

2. Description of Features (Continued)

c. 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.

d. 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.

e. 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.

3. Custom Calling Packages

a. Package 1

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

b. Package 2

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

MISCELLANEOUS SERVICES

XII. CUSTOM CALLING FEATURES (Continued)

A. General (Continued)

3. Custom Calling Packages (Continued)

c. 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.

d. 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 Rates and Charges

	Monthly Rate Per Line	
	<u>Residential</u>	<u>Business</u>
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 2 also apply.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

A. General

1. 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.

2. Description of Features

a. 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.

b. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

c. 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.

d. 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.

e. 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.

f. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

g. 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.

h. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

i. 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.

j. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

k. 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.

l. 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.

m. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

n. 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.

o. 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.

p. 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.

q. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

2. Description of Features (Continued)

r. 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.]

s. 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.

t. 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

A. General (Continued)

3. CLASS Feature Packages

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

- a. Repeat Dialing, Call Return, Priority Ringing, Preferred Call Forwarding, Call Blocker and Special Call Acceptance.
- b. Calling Name and Number Delivery and Call Return.
- c. Calling Number Delivery, Call Blocker and Call Return.
- d. Calling Name and Number Delivery, Call Blocker and Call Return.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

B. Rates and Charges for Individual Features*

	<u>Monthly Rate Per Line</u> <u>Residential</u>	<u>Business</u>
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 ^[1]		
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 2 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

B. Rates and Charges for Individual Features* (Continued)

	Monthly Rate Per Line	
	<u>Residential</u>	<u>Business</u>
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 2 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.

MISCELLANEOUS SERVICES

XIII. CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Continued)

B. Rates and Charges for Individual Features* (Continued)

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

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 2 also apply.

MISCELLANEOUS SERVICES

XIV. VACATION SERVICE

A. General

1. 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.
2. 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.
3. 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.

B. 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.

XV. DETACHED EXTENSIONS

A. 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.

MISCELLANEOUS SERVICES

XV. DETACHED EXTENSIONS (Continued)

B. 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 2 also apply.

XVI. PRIVATE LINE TELEPHONE SERVICE

A. General

1. 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.
2. Private line telephone service will be provided on an individual case basis.

MISCELLANEOUS SERVICES

XVII. SIP TRUNK SERVICES

A. General

The purpose of this tariff is to offer SIP (Session Initiated Protocol) Trunk Services.

B. Definitions

- a. SIP Trunk – A SIP Trunk provides a similar service as a traditional channel (trunk) on a PRI. A SIP Trunk is a “virtual” phone line which is provided by VTX1. SIP Trunking is a version of VoIP, specifically designed to make and deliver phone calls. SIP stands for “Session Initiation Protocol.” It uses a VTX1 data circuit (T1, DSL, Ethernet over Copper, Fiber, etc.) to connect a phone system to the Internet. A SIP Trunk represents a voice path providing concurrent calling for operation of the customer’s PBX system at a customer’s premise. Because of the functionality of the PBX, one or more stations or “seats” may be provisioned behind a SIP Trunk. As an example, a customer may have 20 seats with 2 DID number blocks of ten but may want only 5 concurrent voice paths or SIP trunks concurrently available. The customer must designate at the time of order how many SIP Trunks (concurrent paths) they wish to purchase. The customer must purchase the PBX system equipment separately.
- b. DID Number Block – A group of telephone numbers issued to the customer, for use within the SIP Trunk group. Also allows an individual extension on a PBX to be reached directly via its own standard outside number. Sold in blocks of 10 DIDs at the published monthly rate.

C. Regulations

1. The rules and regulations specified herein for SIP Trunk Service are in addition to other applicable rules and regulations found in this and other sections of this tariff. Where other rules and regulations apply on a "per line" basis, they shall apply on a "per-Line Termination" basis for SIP Trunk Service.
2. SIP Trunk Service is available only where necessary facilities and operating conditions exist.
3. SIP Trunk Service is offered only for connection with FCC Part 68 registered equipment which performs switching functions and/or connects with the PSTN on a pooled basis.

MISCELLANEOUS SERVICES

XVII. SIP TRUNK SERVICES (Continued)

C. Regulations (Continued)

4. Where available facilities exist, customer requests for ancillary services compatible with SIP Trunk Service will be accepted and furnished in accordance with the regulations applicable to said ancillary services as provided in this tariff.
5. SIP Trunk Service may not be shared or jointly used except as allowed by this tariff.
6. The customer is responsible for ensuring that their equipment is compatible with SIP Trunk Service.
7. Except as noted herein, the minimum service term for any component of SIP Trunk Service is 12 months.
8. Where a customer transfers SIP Trunk Service to a new customer upon concurrence of the Company, the new customer will incur the appropriate charges for the transfer of service as provided for in this tariff. In addition, the new customer is responsible for the previous customer's indebtedness, if any.
9. Customer requests for dual service (i.e., a move within the same central office serving area with the same service furnished at both the old and the new customer premises) or for moves of service within or to a different central office serving area will be considered a disconnect and new connect for the affected services. Installation charges and Service Connection charges are applicable.
10. SIP Trunk Service is not available with vacation service as provided in this tariff.

D. Optional Service Contracts

1. The customer may select to enter into a service contract with the Company for each SIP Trunk Service of either 12, 24, or 36 months. The customer will be required to sign an agreement for the service term selected for each SIP Trunk Service. The service may not be changed for the term of the agreement. Term rates will be determined on an ICB basis.
2. The customer may also enter into an agreement for volume discount pricing for a quantity of SIP trunks at a single location exceeding ten (10). Term rates will be on an ICB basis.

MISCELLANEOUS SERVICES

XVII. SIP TRUNK SERVICES (Continued)

D. Optional Service Contracts (Continued)

3. If the customer disconnects a SIP Trunk Service prior to expiration of the service agreement, the customer will be required to pay a charge equal to the SIP Trunk Service monthly rate in effect on the date of the agreement times the number of months remaining on the service term for each SIP Trunk Service disconnected. This charge will not be applicable if the customer requests to move the disconnected SIP Trunk Service to another location served by the Company.
4. The customer may add SIP Trunk Service to an existing agreement at the same customer location. The additional SIP Trunk Service may be provided under the same monthly rates, service term, and expiration date as the existing SIP Trunk Service. If the customer selects a different service term for the additional SIP Trunk Service, the customer will be required to sign a new agreement for the additional SIP Trunk Service at the then current rates.
5. Upon the expiration of an agreement, the customer may request to:
 1. Continue service without signing an agreement. Service will be provided on a Month-to-Month basis at the then current rates, which are subject to change.
 2. Continue service by selecting a new service term for each SIP Trunk Service of either 12, 24, or 36 consecutive months. The customer will be required to sign a new agreement for the service term selected at the then current rates. The new service term will commence on the day following the expiration of the previous agreement.
- c. Disconnect the service.
6. If the customer has not notified the Company by the expiration of the agreement regarding the service term desired, the service will be continued under the Month-to-Month basis, at the then current rates.

E. Long Distance for SIP Trunk Service

For each five (5) SIP Trunks (voice paths), a customer may choose to add Unlimited Long Distance dialing to the continental 48 states only.

MISCELLANEOUS SERVICES

XVII. SIP TRUNK SERVICES (Continued)

F. Rates

Per SIP Trunk (concurrent voice path) up to 10 paths:	\$18.00 per Trunk monthly
Per DID Number block of 10	\$6.25 per block monthly
Unlimited Long Distance dialing, per each five (5) SIP Trunks	\$30.00 per block monthly

Each SIP Trunk is also charged the applicable Emergency 911 Fee, the applicable 911 Surcharge, the Municipal Right of Way Fee and any other required fee or surcharge.

RULES AND REGULATIONS
APPLYING TO ALL CUSTOMERS' CONTRACTS

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RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

I. APPLICATION OF TARIFF

The rules and regulations contained in this Section apply to the services and facilities provided by the Company in the State of Texas. When services and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the Company apply to the portion of the services or facilities furnished by Peoples Communication. Failure on the part of the customer to observe these rules and regulations after due notice of such failure automatically gives the Company the right to discontinue service to that customer.

1. In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of Companies in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.
2. Should there be any conflict between this tariff and the Rules and Regulations of the Public Utility Commission of Texas (the Commission) which apply to holders of Service Provider Certificates of Operating Authority, the Commission's rules shall apply unless otherwise established by the courts.

II. AVAILABILITY OF FACILITIES

The Company's obligation to furnish, or continue to furnish, telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION

This part of the Rules and Regulations Section of the tariff provides information to telephone consumers about: resolving disputes with the Company, applying for service, deposits, billing, refusal of service, disconnection of service and cancellation of service. The Company relies on principles established by the Public Utility Commission of Texas Substantive Rules.

A. Resolution of Disputes

Any customer or applicant for service who wishes to dispute any action or determination of the Company under the Company's customer service rules shall be given an opportunity for a supervisory review by the Company.

B. Application for Service

Application for service, or requests from customers for additional service or changes in the grade or class of service, become contracts when received by the Company and are subject to the minimum contract term of one month unless specified otherwise. The Company reserves the right to require application for service to be made in writing on forms supplied by it.

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

C. Refusal of Service

The Company may decline to serve an applicant until such applicant has complied with state and municipal regulations and the Company-approved rules and regulations on file with the Commission governing the service applied for.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

D. Advance Payments

When making application for service, the applicant may be required to pay, at the time the application is accepted, the service connection charge, if applicable, and the first month's charges for exchange service, excluding charges for local messages in excess of the monthly guarantee. In all cases, the regular monthly charges for service are payable as specified in the Telecommunications Tariff. The provisions of this paragraph affect the initial payment only and not the subsequent billing and collecting practices as elsewhere provided in this tariff.

E. Deposits

1. Requirements for Business Service Customers

If the credit of a business applicant for service has not been satisfactorily established to the Company, the applicant may be required to make a deposit.

2. Reestablishment of Credit

An applicant who had previously been a customer of the Company and whose service had been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all amounts due the Company, or execute a deferred payment agreement, if offered, to reestablish credit.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

E. Deposits (Continued)

3. Amount of Deposit for Permanent Business Service

- a. Additional Deposit Requirements - The Company reserves the right to request additional deposit if needed.
- b. In determining the amount of any deposit permitted in this tariff, no revenue from estimated telephone directory advertising is used.

4. Refund of Deposit

If service is not connected, or after disconnection of service, the Company shall refund the customer's deposit on the balance, if any, in excess of the unpaid bills for service furnished.

5. Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sum due the Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company (to secure the payment of such bills).

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

F. Billing and Payment for Service

1. The customer is responsible for payment of all charges for services furnished, including charges for service originated or accepted at his access line.

2. Disputed Bills

In the event of a dispute between a customer and the Company over any bill for utility service, the Company shall make an appropriate investigation and report the results to the customer.

3. The customer shall pay all charges for monthly service in advance. Payment is due on or before the due date, which is sixteen (16) days after issuance of the bill. The postmark, if any, on the envelope of the bill, or the issuance date on the bill, if there is no postmark on the envelope, shall constitute proof of the date of issuance. If the bill is not paid by the due date, the Company will notify the customer in writing that the account is delinquent. The Company may discontinue service ten (10) days after written notice has been sent to the customer.

4. Any applicant or one for whom an application is made, owing the Company for service furnished under a former contract, shall pay or make satisfactory arrangements for paying any bill outstanding and unpaid before any additional service will be furnished.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

G. Discontinuance of Service

1. Discontinuance with notice.

Proper notice consists of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection.

Telephone service may be disconnected after proper notice for any of the following reasons:

- a. Failure to pay a delinquent account for telephone service;
- b. Violations of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if a reasonable attempt has been made to notify the customer, and the customer has been afforded a reasonable opportunity to remedy the situation;
- c. Failure to comply with the Company's deposit arrangements in accordance with Part III. Paragraph E., preceding; and/or
- d. returned check from the customer.

2. Telephone service may be disconnected without notice under either of the following conditions:

- a. A known dangerous condition exists; and/or
- b. A person who has not applied for service or who has reconnected service without authority connects Service without authority.

3. Collection costs.

The customer is responsible for all collection costs, including attorney's fees incurred by the Company as a result of any breach of contract by the customer.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

III. CUSTOMER SERVICE AND PROTECTION (Continued)

H. Cancellation of Application for Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

1. When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.
2. Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation, which would not otherwise have been incurred.

I. Termination of Service

The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company, and after payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1. In the case of service for which the initial contract period is one month, the charges are due for the balance of the initial month.
2. Service may be terminated after the expiration of the initial contract period after notifying the Company and payment of charges due to the date of termination of the service as provided elsewhere in this tariff.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES

A. Use of Service

1. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of any of his authorized users.
2. Use of Lines of Other Companies – When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by the Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.
3. Unauthorized Attachments or Connections – No unauthorized equipment, accessory, apparatus, circuit or device shall be attached to or connected with Company facilities. 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 premises because of the use of such attachments or connections.
4. Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a device to interconnect any Company-owned line or channel with any other communications line or channel of the Company or of any other person.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES

B. Obligations of Customers

1. Alterations – The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current costs for such changes.
2. Use of Commercial Power – Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of customer-provided premises equipment, the customer provides the necessary power wiring, power outlets and commercial power and assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.
3. The customer shall reimburse the Company for damages to Company facilities utilized to provide services under this tariff caused by the negligence or willful act of the customer, or resulting from the customer's improper use of the Company facilities or equipment provided by other than the Company. Such damages will be the actual cost of the materials and the actual hours required for repair of the damage multiplied by the appropriate labor rate.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Company

1. Work Performed on an Overtime Basis – The charges specified in this Tariff do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.
2. Work Interruption – The charges specified in this Tariff do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on the additional costs involved, applies.
3. Ownership – Any facilities on the customer's premises furnished by the Company shall be and remain the property of the Company, whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, terminating, inspecting, maintaining or repairing service.
4. Impairment of Telephone Service – When the general telephone service to the public is impaired by a customer's use of telephone service, or service directly incident thereto, the Company shall have the right to require the customer to contract with the Company for such additional facilities as may be necessary in the Company's judgment to remove the cause of said impairment, or if the customer refuses this requirement or will not remedy the situation, to discontinue service completely.
5. Abandonment of Telephone Service – The Company may discontinue service that has been abandoned.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

C. Rights of the Company (Continued)

6. Abuse of Telephone Service – After giving the customer a reasonable opportunity to remedy the situation and after giving proper notice, the Company may discontinue service that is used:
 - a. In such a way that interferes with the service of other telephone users,
 - b. For any purpose other than as a means of communication,
 - c. To communicate profane or obscene language,
 - d. For a call or calls, anonymous or otherwise, if made in a manner which reasonably could be expected to frighten, abuse, torment or harass another,
 - e. In any fraudulent or unlawful manner,
 - f. In a manner which violates any of the Company's lawful regulations, or
 - g. To obtain a customer's listed name, address or telephone number from Directory Assistance for any purpose other than to facilitate the making of a telephone call.
7. Telephone Numbers – The Company reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company

1. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which 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.
2. The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control, subject to the interruption allowance provisions by this tariff.
3. The Company shall not be liable for any act or omission of any other carrier or customer providing a portion of a service, nor shall the Company for its own act or omission hold liable any other carrier or customer providing a portion of a service.
4. Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

IV. USE OF SERVICE AND FACILITIES (Continued)

D. Liability of the Company (Continued)

5. Indemnification – The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or by any others, the customer indemnifies and holds harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from:

- a. The use, placement or presence of the Company's facilities on the customer's premises, or
- b. The use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

Further, the customer indemnifies and holds harmless the Company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with, or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Company.

V. INDIVIDUAL CASE BASIS (ICB) CONTRACT

Individual Case Basis (ICB) Contract pricing is a form of service pricing (e.g., competitive bid) whereby the Company quotes a customer-specific rate for a particular service or set of services. There may or may not be an equivalent service in the tariff for services which are contracted at ICB rates, and ICB rates may be different than the tariffed rates. All customers should have non-discriminatory access to requesting the service that is offered under an ICB contract but the pricing may vary due to the terms, conditions and cost as specified in the contract.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

VI. TEXAS UNIVERSAL SERVICE FUND (TUSF) SURCHARGE

The purpose of the Texas Universal Service Fund (TUSF) is to implement a competitively neutral mechanism that enables all residents of Texas to obtain basic telecommunications services. Because targeted financial support may be needed in order to provide and price basic telecommunications services in a manner to allow accessibility by consumers, the TUSF will assist local exchange companies (LECs) in providing these services at reasonable rates in high cost rural areas. In addition, the TUSF will reimburse the following entities: qualifying local exchange companies for revenues lost as a result of providing Lifeline Service to qualifying low-income consumers under the Public Utility Regulatory Act; telecommunications carriers providing statewide telecommunications relay service; qualified vendors providing specialized telecommunications device distribution service for the hearing-impaired and speech-impaired; and the Texas Department of Human Services, the Texas Department for the Deaf and Hard of Hearing, the Texas Universal Service Fund administrator, and the Public Utility Commission for the costs incurred in implementing the provisions of the Public Utility Regulatory Act, Chapter 56 (relating to Telecommunications Assistance and the Universal Service Fund.)

The TUSF Surcharge is for recovery of the Company's TUSF assessment. The TUSF Surcharge is assessed as a percentage of the retail Customer's intrastate taxable telecommunications services charges, except for Lifeline Service, and applies to all retail Customers. The TUSF assessment is calculated based on actual intrastate taxable telecommunications service receipts. In the case of a bundled offering where the amount attributable to intrastate taxable telecommunications service receipts cannot be accurately determined, 71.5% of the bundle's service charges will be allocated as intrastate telecommunications taxable receipts.

The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service" and will be assessed on every retail customer's bill, excluding Lifeline Service, at the assessment rate reflected in Commission Orders. The TUSF Surcharge Assessment percentage may change periodically due to the assessment fund and revenue changes.

RULES AND REGULATIONS

APPLYING TO ALL CUSTOMERS' CONTRACTS

VI. MUNICIPAL FRANCHISE FEES

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.

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.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES

A. 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.

B. Responsibility of the Company

1. 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 signaling where such signaling is performed by signaling equipment.
2. 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.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

B. Responsibility of the Company (Continued)

3. 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.
4. 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.

C. Liability of the Company

1. 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.
2. 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.

D. Responsibility of the Customer

1. 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.

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

D. Responsibility of the Customer (Continued)

2. 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:
 - a. The safety of Company employees or the public cannot be endangered.
 - b. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
 - c. No interference with the proper functioning of Company equipment or facilities.
 - d. 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.
3. 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.

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

D. Responsibility of the Customer (Continued)

4. 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.
5. 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.

E. 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.

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

F. Connections of Registered Equipment

1. 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.

- a. 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.
- b. The customer shall not connect registered equipment to a Company line if:
 - i. 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
 - ii. the ringer type is not a ringer type designated by the Company as suitable for that particular line.
- c. 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.
- d. 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

I. CONNECTION ON CUSTOMER PREMISES (Continued)

F. Connections of Registered Equipment (Continued)

2. 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.

a. Fully protected premises wiring is premises wiring which is either:

- i. 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;
- ii. 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;
- iii. 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
- iv. 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.

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

F. Connections of Registered Equipment (Continued)

2. Premises Wiring Associated with Registered Communications Systems (Continued)
 - b. 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.
 - c. Unprotected premises wiring is all other premises wiring.
 - i. 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.
 - d. 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:
 - i. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
 - ii. A failure has occurred during acceptance testing for imbalance; or
 - iii. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under part 68.

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES

I. CONNECTION ON CUSTOMER PREMISES (Continued)

F. Connections of Registered Equipment (Continued)

2. Premises Wiring Associated with Registered Communications Systems (Continued)

- e. 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.

3. 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:

- a. The connection is required in the interest of national defense and security;
- b. 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
- c. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

G. 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

II. SERVICE CHARGES

A. 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.

B. 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 68.215 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.

C. 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.

GLOSSARY

The definitions specified herein apply to the intrastate service and facilities furnished by the Company in the State of Texas.

ACCESS LINE

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

AIR LINE MEASUREMENT

The shortest distance between two 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, cooperative corporation, corporation, or any combination thereof requesting affirmative 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.

GLOSSARY

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would 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 or 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 application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before 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.

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 serve more than one exchange.

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.

GLOSSARY

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors.

CLASS OF SERVICE

A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence) or type of rate (flat or message rate).

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.

COMPANY

As used in this tariff, Company is synonymous with VTX Communications, LLC.

CONDUIT

A tubular runway for cable facilities.

CONNECTING COMPANY

A corporation, cooperative, association, partnership 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 Charge.

GLOSSARY

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 Telephone Services 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 are treated as continuous property, provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

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 the authorized users specifically named are furnished in accordance with the provisions of this tariff.

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 engineering, labor, supervision, transportation, right-of-way and other items which are chargeable. This also denotes the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOMER

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

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 riser and buried cable.

GLOSSARY

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.

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service 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 it may duplicate each telephone reported in trouble when 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.

DELINQUENT BILLS

Outstanding account balances which are not paid by the due date.

DEMARICATION POINT

The point of interconnection between Company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

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 communication path.

DIRECTORY

A book which alphabetically lists each telephone customer with his/her address and telephone number.

DIRECTORY ASSISTANCE SERVICE

A service provided to assist customers in obtaining telephone numbers which are or are not listed in the directory.

GLOSSARY

DIRECTORY ASSISTANCE CALL COMPLETION

A service provided that gives customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are able to ascertain the call number of a desired station.

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 made at the request of the customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "final" bill would be rendered showing moneys owed to the Company as of the date the service was disconnected.

DROP WIRE

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

END-USER

Denotes a person, business, or other entity that is not a carrier that orders, cancels, or uses service and is responsible for payment of charges in compliance with the Company's tariff. A reseller shall be deemed to be an end-user if all resale transmissions offered by such reseller originate on the premises of such reseller.

EXCHANGE

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

GLOSSARY

EXCHANGE ACCESS LINES

See Access Line.

EXCHANGE AREA

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

EXCHANGE LINE

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

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 Telephone Services Tariff.

- (a) Flat Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.
- (b) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the circuit connected.

EXCHANGE SERVICE AREA

The area within which the Company furnishes complete local telephone service at the applicable exchange rates for that area.

EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

GLOSSARY

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 Public Utility Commission of Texas.

FAMILY

A group of two or more persons related by blood, marriage or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number or such groups among inmates or institutions) and related to each other.

FLAT-RATE SERVICE

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

FOREIGN EXCHANGE SERVICE

Exchange Service furnished under tariff provisions by means of a circuit connecting a customer's premises with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

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.

INDIVIDUAL CASE BASIS (ICB)

The term "Individual Case Basis" denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

GLOSSARY

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 SERVICE PERIOD

The minimum period of time for which service is provided.

INSTALLATION CHARGE

A non-recurring charge associated with optional service features and may sometimes be called an “initial” charge.

INTERFACE

- (a) The junction or point of interconnection between two systems or 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).

GLOSSARY

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more “Primary Terminations” in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

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 Telephone Company exchanges which are grouped to serve common, social, economic and miscellaneous purposes.

LOCAL CALLING AREA

See Local Service Area.

LOCAL EXCHANGE SERVICE

Provides for telephone communication within local service area in accordance with the provisions of the Customer Services Tariff, including the use of exchange facilities required to establish connection between exchange access lines.

LOCAL MESSAGE

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

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling access line and the called 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 a Company central office or offices and under the provisions of the Company) between 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 extended area service arrangement.

GLOSSARY

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, fiber, radio or a combination thereof for telecommunications between access lines in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called access lines.

MAINTENANCE SERVICE CHARGE

A charge made by the Company when a service difficulty or trouble report results from customer-provided equipment or facilities.

MESSAGE

A communication between two 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.

NETWORK INTERFACE

See Interface.

NONLISTED TELEPHONE NUMBER

A telephone number associated with an exchange line which, at the request of the customer, is not listed in a telephone directory but may be obtained from the Directory Assistance Operator.

GLOSSARY

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in a 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.

ONE-PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premises.

PERMANENT DISCONNECT

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

PERSON

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

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 corridor or by space occupied by others; and
- (c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the same premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

GLOSSARY

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 pre-assigned before service is actually established.

PRESUBSCRIPTION

Pre-subscription is the process by which end user customers may select and designate to the Telephone Company an Interexchange Carrier (IC) to access, without an access code, for interLATA/interstate or interLATA/intrastate calls. This IC is referred to as the end user's predesignated IC.

PREWIRING

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

PRIVATE BRANCH EXCHANGE (PBX)

An arrangement of equipment situated on a customer's premises, consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The PBX provides for intercommunications between these telephones for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a Private Branch Exchange System with a central office for communication with the general exchange network and for long distance message telecommunications service.

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.

GLOSSARY

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.

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 FCC Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

RESIDENCE EXCHANGE ACCESS LINE

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

RESIDENTIAL SERVICE

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

ROTARY LINE 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.

GLOSSARY

ROUTE MEASUREMENT

The physical length of a circuit between two points.

SERVICE CALL

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

SERVICE CHARGES

A nonrecurring charge applying to the provisions of telephone 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.

SUBSCRIBER

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

SUPERSEDURE OF SERVICE

The immediate assumption of service provided to a customer discontinuing service by a qualified applicant who is to take the service at the same premises. Supersedure of service is predicated upon the customer and the applicant giving written notice to the Company and the payment of outstanding charges against the service.

SUPPLEMENTAL CONTRACT

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

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service.

GLOSSARY

TARIFF

The schedule of the Company containing all rates, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Company stated separately by type or kind of service and the customer class as filed with the Public Utility Commission of Texas.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this tariff.

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 OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both inter and intrastate.

TEMPORARY DISCONNECTION

See Suspension of Service.

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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 obligation 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.

GLOSSARY

TOLL MESSAGE

A communication between two exchange access lines, with the called access line being outside of the local or service area of the calling 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.

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 Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

STONE DIALING SERVICE

A classification of exchange service whereby calls are originated through the use of tone dial instruments in lieu of a rotary dial instrument.

TRUNK

A telephone communication path connecting a central office and customer premises equipment, used in the establishment of end-to-end service.

UNDERGROUND SERVICE CONNECTION

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

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.

VOICE OVER INTERNET PROVIDER (VOIP)

A digital telephone service that uses the public Internet and private backbones for call transport. Support for the public switched network (PSTN) is also provided so that VoIP calls can originate and terminate from regular telephones. Customers are required to have broadband Internet Access (cable or DSL).